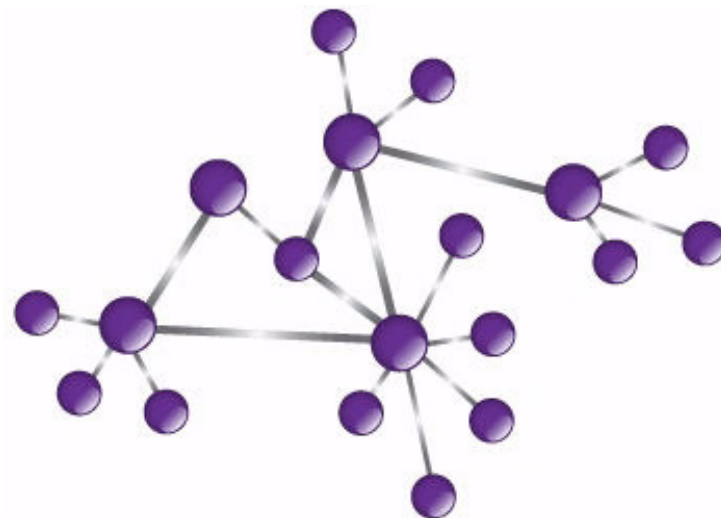


WebEOC®

User's Manual

Version 7.3



**“We envision, not several customers using WebEOC,
but a single, homogeneous user community linked through WebEOC....”**

Paul Butler, ESI Acquisition CFO

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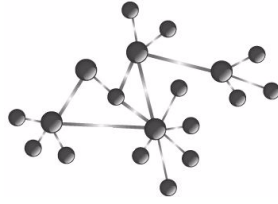
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Chapter 1: WebEOC Overview



Introduction

Developed by ESi Acquisition, Inc., WebEOC® *Professional* is Crisis Information Management Software (CIMS). It was developed over a decade ago to meet the needs of emergency management agencies (EMAs) at the federal, state, and local levels.

Today, WebEOC is not only used by government agencies such as the U.S. Departments of Agriculture, Defense, Energy, Homeland Security (CDP, FEMA, ICE, TSA, and USCG), Health and Human Services, EPA, and NASA, but also by corporations, public utilities, universities, and more.

Although WebEOC and its product suite provide specialized tools for managing crisis information and emergency response, it can be used to manage any and all events, agencies, organizations, etc.

WebEOC includes a default set of boards and plug-ins that enable any agency to begin using it almost immediately. An agency can use any or all of the boards as-is or build an unlimited number of boards and forms tailored to local requirements. Within the context of WebEOC, a board is an electronic display that allows you to transmit and share information in real-time among other WebEOC users. WebEOC boards are the equivalent of large, chronological, or topical paper-based boards that, for years, dominated every EOC and command center around the world.

Although it is highly configurable, ESi has always focused on making WebEOC a tool users would find both easy to learn and easy to remember.

Additional Resources

See the following resources for additional assistance with WebEOC.

- WebEOC Online Help
- WebEOC Installation Guide
- WebEOC 7.3 Administrator's Manual
- www.webeoc.com

The manuals are provided in PDF format on the WebEOC installation media.

Background

WebEOC was one of the first web-enabled, commercial-off-the-shelf CIMS systems developed for emergency management. As a web-based product, WebEOC ushered in the era of “virtual” EOCs, making it possible to monitor and manage an emergency response from anywhere in the world.

With WebEOC, crisis information is immediately and universally available to authorized users everywhere. It can be configured based on local requirements, while giving agencies and organizations the ability to link to a wide assortment of different systems.

WebEOC can be used during the planning, mitigation, response, and recovery phases of any emergency. It can also be used by agencies and organizations during day-to-day activities to manage routine, non-emergency operations.

WebEOC's design is based on the following tenets of crisis information management systems. CIMS should:

- Be affordable.
- Be user-friendly.
- Be easy to maintain by existing EMA or EOC staff with access to the vendor's technical support.
- Be easy to configure and customize to the conditions of the agency.
- Allow for remote access by authorized users located outside the local area network (LAN).
- Comply with the provisions for the National Incident Management System (NIMS).
- Support users who implement both the Incident Command System (ICS) and Emergency Support Functions (ESF) structure.
- Integrate with other systems such as mapping and other CIMS and telephonic alert notification systems.
- Integrate public health into emergency management.
- Operate within a variety of network configurations.
- Have a wide range of features consistent with the four phases of emergency management.
- Have help desk support on a 24-hour basis.

Audience and Purpose

Audience

People who use WebEOC are classified as either users or administrators. This manual is written for WebEOC users.

People who setup, configure, and customize WebEOC in accordance with an agency's unique needs are WebEOC administrators. WebEOC administrators should refer to the *WebEOC 7.3 Administrator's Manual* supplied with the software.

Purpose

This manual provides you detailed instructions and the knowledge that you will need to operate WebEOC during daily operations or in response to an emergency. Because WebEOC is a tool that (1) can be customized locally based on the unique needs of your organization and (2) provides levels of access that can be tailored to meet the unique needs of individual users and organizations, some of the WebEOC features covered in this manual may not be available to all users. See your WebEOC administrator for questions about a specific capability.

Processes

When WebEOC was installed your WebEOC administrator implemented either an Open Process or a Controller Review Process to best support your information process flow. Both processes can be customized to create a process unique to your agency. Below you will find a brief description of each of these default processes.

Open Process

This process allows any user to post data directly to the *Significant Events* board, bypassing the controller review step--eliminating the need for the *Position Log* board. This prevents an information bottleneck where staffing is inadequate. With this process, however, data is not formally reviewed before being posted. Anyone can post data, request resources, and assign tasks to everyone else. This process is only recommended for small organizations.

Controller Review Process

If your agency uses this process, you enter significant events data or requests for assistance on the *Position Log* and push it to the Controller for review.

If you are the Controller, significant events data is posted on your *Controller Review* board. You can reject the data or accept it. If you accept it, the data is pushed to the Significant Events board. Requests for assistance will appear on your *Task Tracker* board. When you receive a request for assistance, you can accept it, assign it, reject it, request more information, complete it, etc. If you assign it to a section or a lead, the task will appear on that user's *Mission Task* board.

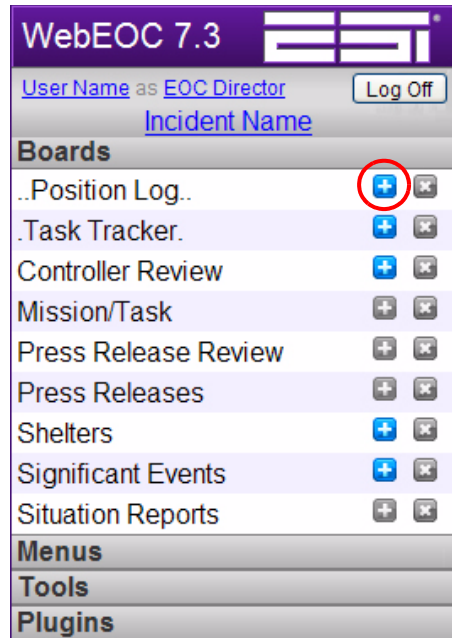
Controller Review Process

As previously stated, with the Controller Review process you enter significant events data or requests for assistance on the *Position Log* and push it to the Controller for review. If you are the Controller, you must review the posted data and post it or reject it.

Pushing Significant Events Data to Your Controller

To push significant events data to your Controller for review, follow the steps below.

1. On your *Control Panel*, select the **input button** next to the *Position Log* board.



2. In the *New Record* window, select the **Significant Event (Review)** checkbox, and complete the other fields as applicable.
3. Select the **Save** button to send this record to the Controller for review, or select the **Cancel** button to abort the operation.

New Record

Data Links

☐ Request Assistance

☒ Significant Event

Report As: User Name

Originator: EOC Director

Originated by: User Name

Date/Time: 1/25/2010 15:39:57

Event Type: [Dropdown]

Description: [Text Area]

Priority: [Dropdown]

File Attachment: [Text]

Label: [Text]

Address: [Text]

Lat/Lon: [Text]

FILL IN ALL FIELDS BELOW WHEN ENTERING A REQUEST FOR ASSISTANCE

Date/Time Required: [Text]

Location Needed: [Text]

Contact (Name/Number): [Text]

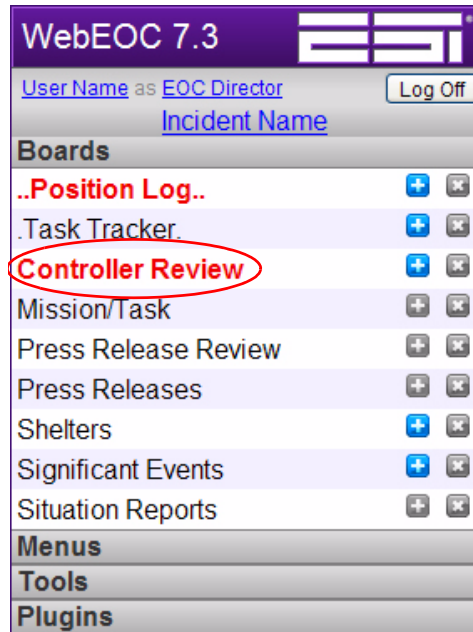
Quantity, Size, Details: [Text]

Managing Data on the Controller Review Board

If you are the Controller, significant events data is posted by users in your EOC to your *Controller Review* board. When you receive data, you can post it or reject it.

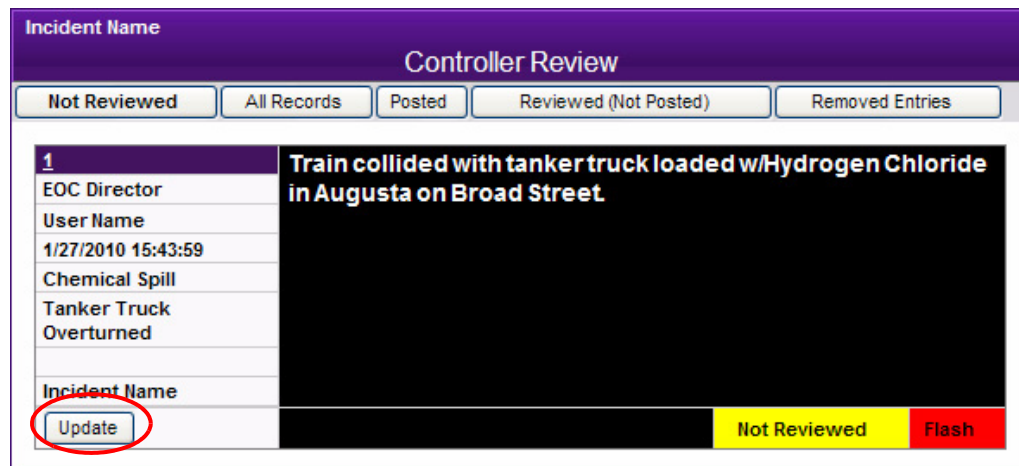
To manage significant events data on your *Controller Review* board, follow the steps below.

1. On your *Control Panel*, select the **Controller Review** board link.



Note: The *Controller Review* board will only be red if there is new data posted to it.

2. In the *Controller Review* window, select the **Update** button next to a significant event record.



3. In the *Update Record* window, you can change any of the completed data and add any additional data. Select a new **status** from the *Status* drop-down list.

Update Record 1

Save Spell Check Cancel

Report As: User Name

Originator: EOC Director

Name: User Name

Date/Time: 1/27/2010 15:43:59

Event Type: Chemical Spill

Description: Train collided with tanker truck loaded w/Hydrogen Chloride in Augusta on Broad Street.

Attachments: Browse...

Priority: Flash

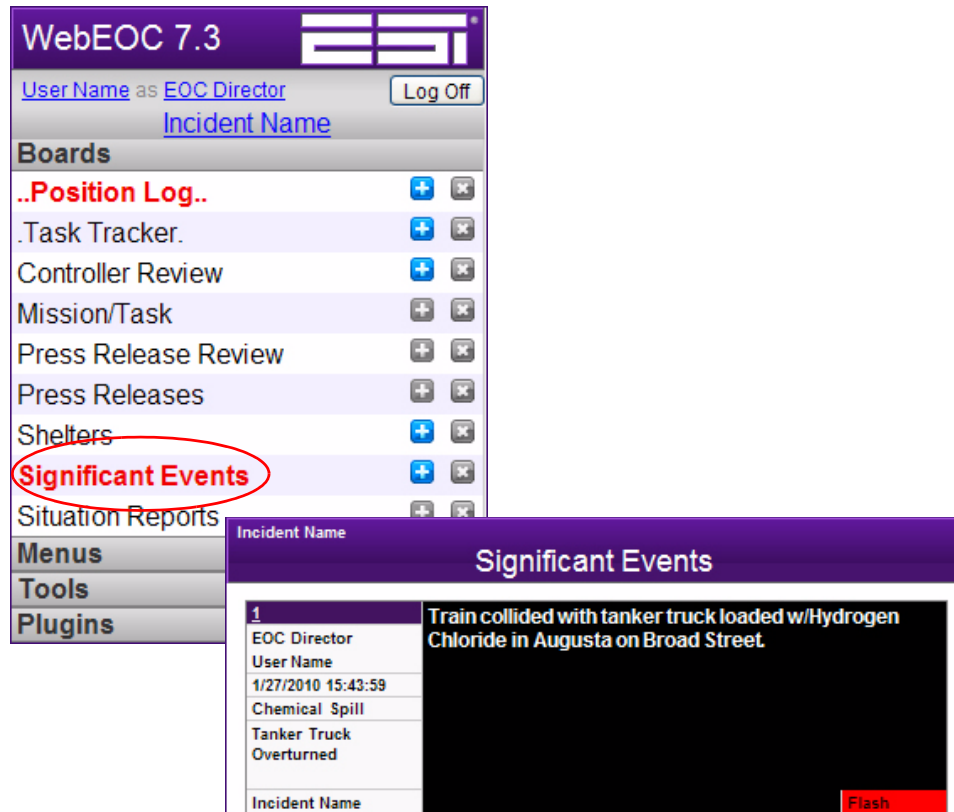
Label: Tanker Truck Overturned

Address:

Lat/Lon:

Status: Posted
Not Reviewed
Posted
Reviewed (Not Posted)
Remove

If you choose to post the new significant events data, it will move to the *Significant Events* board and the *Significant Events* link on the *Control Panel* will become red. To view the data, select the *Significant Events* link and the *Significant Events* display will open.



Time Conventions

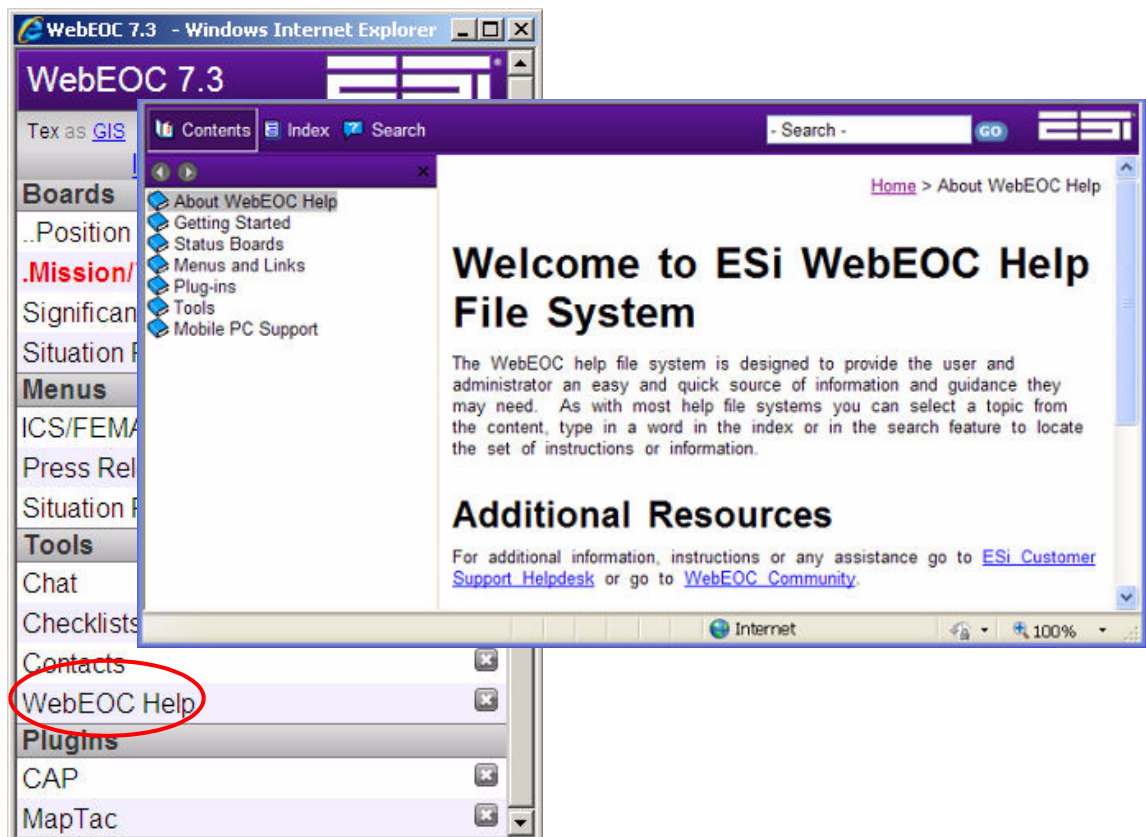
WebEOC stamps all entries with a time and date. It also tracks and displays who entered the information.

Entries appear in boards in the order in which they are entered into the system. For example, if a telephonic report is received at 10:00 p.m., and it is entered into WebEOC at 10:01 p.m. The system time will be 10:01 p.m.

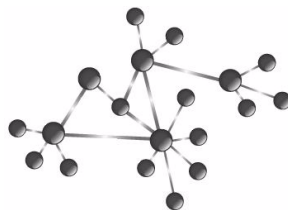
Agencies can determine whether or not to show system times as part of the displayed entry. During setup, administrators can add additional time fields to boards that can be user-modified; these times could represent a time the incident occurred, actual time of receipt, etc. These additional time fields, if used, are separate from the unalterable system time set by the WebEOC administrator. Normally, agencies enter a time of receipt, time of occurrence, etc., in the narrative description.

WebEOC Help

WebEOC Help is available for you to access directly from your *Control Panel* in the *Tools* section. When you select the *WebEOC Help* link, the help file system will open up in another window. From there you can select any topic, use the index and search feature to search on any topic or word to find the information or instructions you need.



Chapter 2: Getting Started



Introduction

WebEOC's simplified and streamlined interface empowers users to easily: log in, create, and manage accounts; access boards to display, enter, and modify information; and track critical tasks and review the latest event information.

The following topics are covered in this chapter.

- Chapters Overview
- Self-registration
- Logging in to WebEOC
- *Control Panel*

Chapters Overview

Chapter 3: Boards

Boards are the major feature for sharing and updating information. In chapter 3, specific instructions and tips on how to input, display, and edit information on a typical board are covered in detail.

Chapter 4: Menus and Links

This chapter provides instructions and examples on the practical uses of menus and links.

Chapter 5: Tools

Tools such as *Chat*, *Contacts*, *Checklists*, and *Messages* all provide users additional capability to communicate internally and externally. Chapter 5 provides a basic overview of these features.

Chapter 6: Plugins

Plug-ins extend WebEOC's capabilities allowing users to additional ways of sharing information. Shared information could be text, maps, files, etc. The basic plug-ins available in WebEOC are: *MapTac*, *File Library*, *CAP*, *National Weather Service Alerts*, *Remote Boards*, and *Scroller*. Additional plug-ins are available depending on what your agency has purchased. See the documentation that accompanies those plug-ins for detailed instructions.

Chapter 7: Pocket PC Support

This chapter provides instructions for users who have a mobile unit with the ability to access a secure site.

Self-registration

The self-registration feature in WebEOC allows first-time users to create their own account using the position name and position access code (PAC) provided by their administrator.

If you occupy multiple EOC positions and self-registration is enabled, you can self-register for each position for which you qualify. After you have completed self-registration, you can log in to your new account.

To complete self-registration, you will need your agency's WebEOC address, the name of the position you will be assigned to, and the position access code (PAC). If your administrator has not given you these items, you will not be able to create a WebEOC user account.

Position Access Codes (PACs)

A PAC is a position-specific code that your administrator generates in WebEOC. The PAC your administrator gives you can only be used for the position you are assigned to. This is an example of a PAC: **R\$e9oP5!**.

Accessing WebEOC

You must be able to access WebEOC in order to register for a user account and log in.

The WebEOC site is accessed using a Web browser over your organization's intranet or over the Internet depending on your network's infrastructure. The first time you access WebEOC, you will need to type the address of your WebEOC site into the Address field of your browser. If you do not know the address, contact your WebEOC administrator.

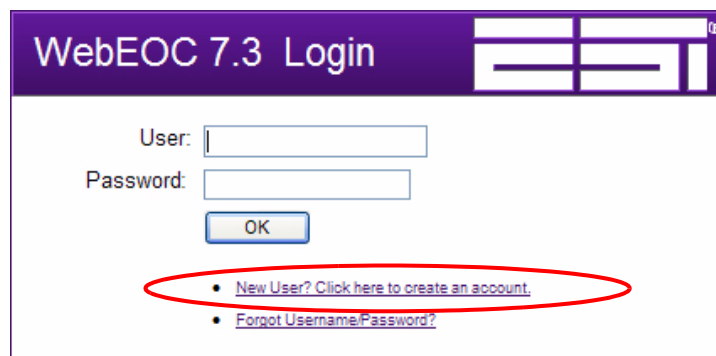
We recommend you create a bookmark or add a shortcut on your desktop for your WebEOC site in order to access the site easily.

Before using Mozilla® Firefox® or Apple® Safari® to access WebEOC, check with your system administrator and confirm compatibility with these browsers.

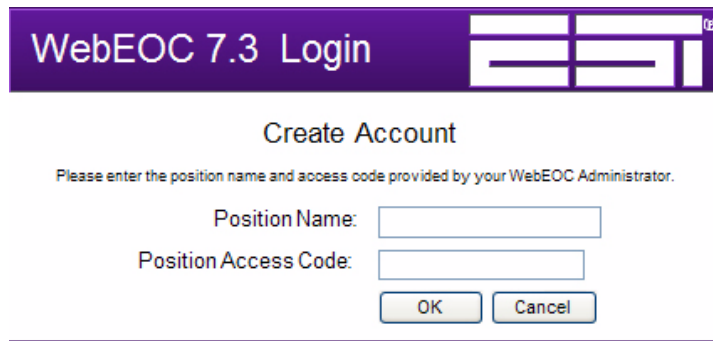
Completing Self-registration

To complete self-registration, follow the steps below.

1. Access your agency's WebEOC site.
2. From the *WebEOC Login* screen, select the **New User? Click here to create an account** link.



- When the *Create Account* screen appears, enter your **position name** in the *Position Name* field, and enter your **position access code** in the *Position Access Code* field.

The screenshot shows the 'WebEOC 7.3 Login' header in a purple bar. Below it is a 'Create Account' section with a sub-header 'Please enter the position name and access code provided by your WebEOC Administrator.' There are two text input fields: 'Position Name:' and 'Position Access Code:'. Below these fields are two buttons: 'OK' and 'Cancel'.

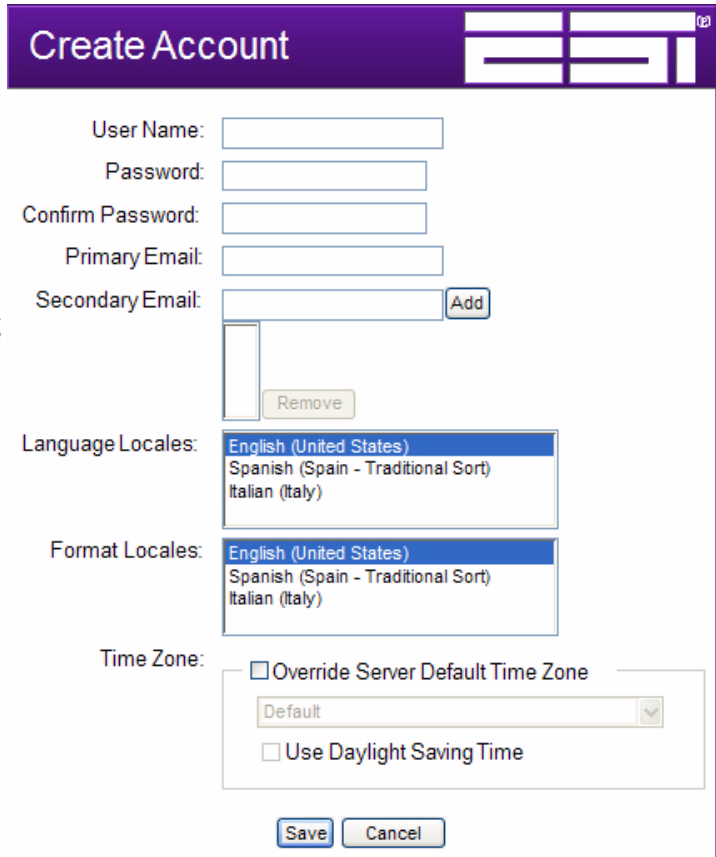
Note: The *Position Access Code* is case sensitive. As you enter the *Position Access Code*, it will appear as a series of dots (●●●●●●●●).

- Select the **OK** button to continue, or select the **Cancel** button to abort the operation.
- In the second *Create Account* screen, enter a **user name** for your new account in the *User Name* field.

Note: Your agency may have user name conventions in place (e.g, first initial and last name). Check with your administrator before choosing a user name.

- Enter a **password** for this account in the *Password* field, and confirm the password in the *Confirm Password* field. The password is case sensitive. As you enter the password, it will appear as a series of dots (●●●●●●●●).

Note: If you reenter your password incorrectly, a warning will appear. WebEOC may require that you enter a stronger password. Contact your WebEOC administrator for assistance.

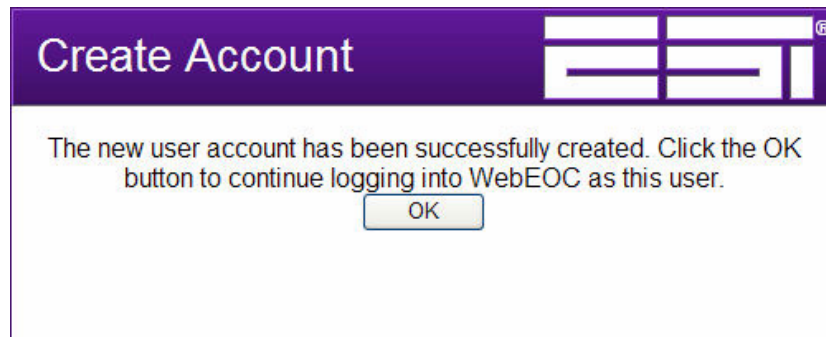
The screenshot shows the 'Create Account' screen with a purple header. It contains several fields: 'User Name:', 'Password:', 'Confirm Password:', 'Primary Email:', and 'Secondary Email:'. The 'Secondary Email' field has an 'Add' button. Below the email fields is a 'Remove' button. There are two dropdown menus for 'Language Locales:' and 'Format Locales:', both showing 'English (United States)', 'Spanish (Spain - Traditional Sort)', and 'Italian (Italy)'. A 'Time Zone:' section has a checkbox for 'Override Server Default Time Zone' (unchecked), a dropdown menu set to 'Default', and a checkbox for 'Use Daylight Saving Time' (unchecked). At the bottom are 'Save' and 'Cancel' buttons.

- Enter your **primary e-mail** in the *Primary Email* field.
- Enter any **additional e-mail addresses** in the *Secondary Email* field, and select the **Add** button.

Note: There is no limit to the number of e-mail addresses you can enter. Repeat step 8 to enter additional e-mail addresses.

9. Select a **language** from the *Language Locales* box. English is selected by default.
10. Select a **format** from the *Format Locales* box. English is selected by default.
11. The time zone defaults to the setting configured on your WebEOC server. To override this setting, select the *Override Server Default Time Zone* checkbox.

Note: We do not recommend changing the time zone to conflict with your WebEOC server setting.
12. If you choose to override the time zone configured, select the **Default** drop-down list, and choose a new **time zone**.
13. If you chose a new time zone, select the **Use Daylight Saving Time** checkbox if your agency observes daylight savings time.
14. When you have completed the *Create Account* screen, select the **Save** button to save the new account, or select the **Cancel** button to abort the operation. You will return to the *WebEOC Login* screen.



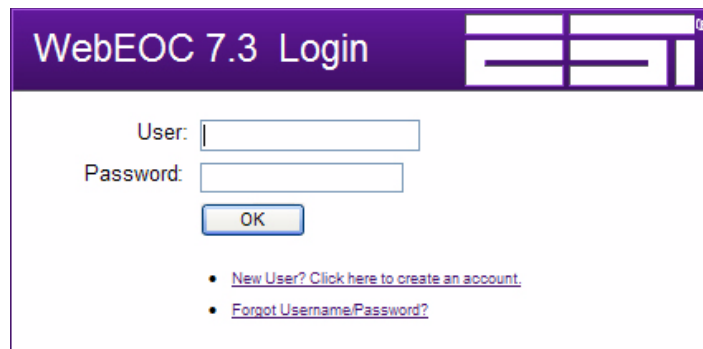
Note: The new profile will not save until the required fields are complete. Fields that are missing will be identified in red at the top of the *Create Account* window.

Logging in to WebEOC

If you receive an error during the login process, see the “Generic Login Issues” section in this chapter.

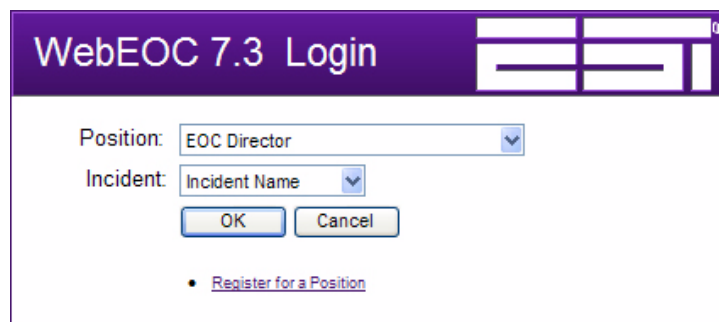
To log in to your WebEOC user account, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.

The screenshot shows the 'WebEOC 7.3 Login' interface. It has a purple header with the title and a logo. Below the header, there are two input fields: 'User:' and 'Password:'. An 'OK' button is positioned below the password field. At the bottom, there are two links: 'New User? Click here to create an account.' and 'Forgot Username/Password?'.

Note: The password is case sensitive.

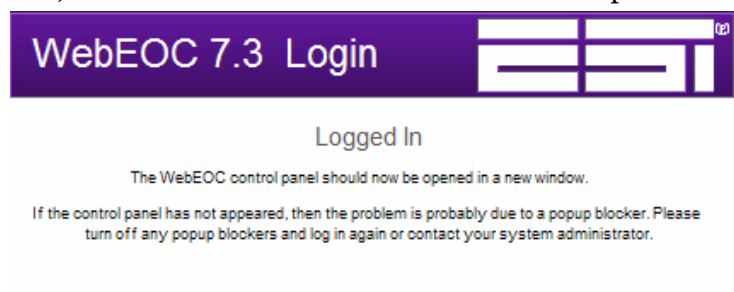
3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

The screenshot shows the 'WebEOC 7.3 Login' interface after the first step. The 'User' and 'Password' fields are no longer present. Instead, there are two drop-down menus: 'Position:' with 'EOC Director' selected, and 'Incident:' with 'Incident Name' selected. Below these are 'OK' and 'Cancel' buttons. A link 'Register for a Position' is at the bottom.

Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

The *WebEOC Logged In* screen will appear, and your *Control Panel* will open in a separate window. In order to reduce the number of windows that you have open at a time, the *Logged In* window can be closed without logging you out of WebEOC.

The screenshot shows the 'WebEOC 7.3 Login' interface with the title 'Logged In'. Below the title, it says 'The WebEOC control panel should now be opened in a new window.' and 'If the control panel has not appeared, then the problem is probably due to a popup blocker. Please turn off any popup blockers and log in again or contact your system administrator.'

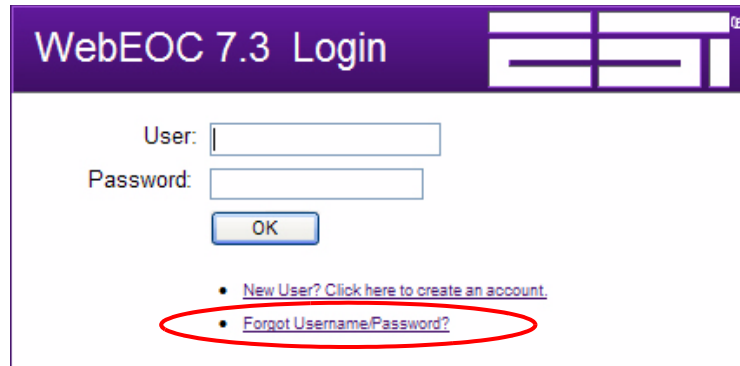
Retrieving Your Username or Password

This feature may not be enabled in your WebEOC. Contact your WebEOC administrator if you have questions. If you have forgotten your username or password you can retrieve them using the link on the WebEOC Login screen.

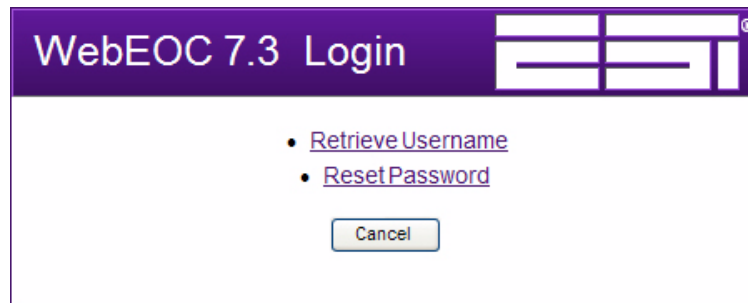
If you do not have an e-mail address entered for your user account, you will not be able to retrieve your user name or password.

To retrieve your user name or reset your password, follow the steps below.

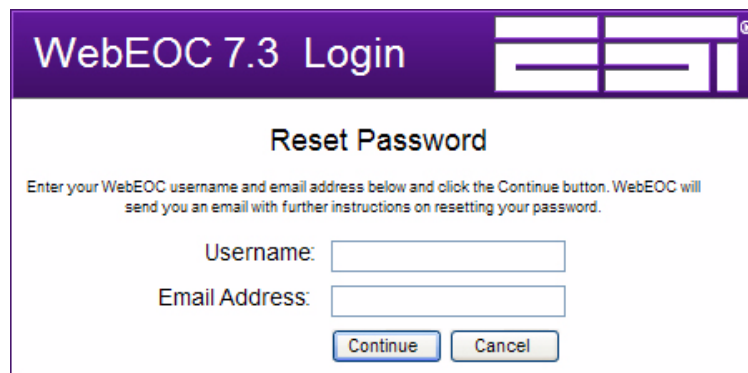
1. From the *WebEOC Login* screen, select the **Forgot Username/Password?** link.

The screenshot shows the 'WebEOC 7.3 Login' screen. It has a purple header with the title and a logo. Below the header, there are input fields for 'User:' and 'Password:', followed by an 'OK' button. At the bottom, there are two links: 'New User? Click here to create an account.' and 'Forgot Username/Password?'. The 'Forgot Username/Password?' link is circled in red.

2. Select the **Retrieve Username** or **Reset Password** link.

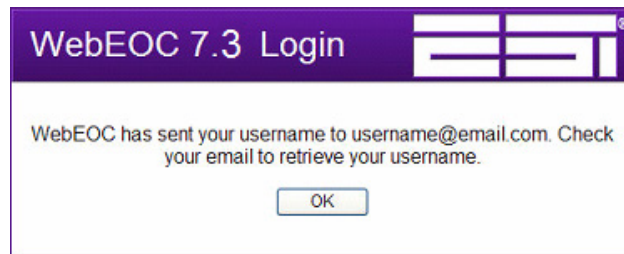
The screenshot shows the 'WebEOC 7.3 Login' screen. It has a purple header with the title and a logo. Below the header, there are two links: 'Retrieve Username' and 'Reset Password'. At the bottom, there is a 'Cancel' button.

3. If you select the *Reset Password* link, enter your **username** and **e-mail address** in the fields provided, and select the **Continue** button.

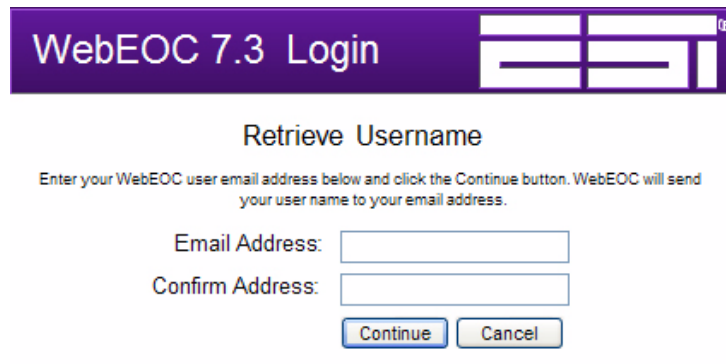
The screenshot shows the 'WebEOC 7.3 Login' screen with the 'Reset Password' form. It has a purple header with the title and a logo. Below the header, the title 'Reset Password' is centered. Below the title, there is a paragraph of text: 'Enter your WebEOC username and email address below and click the Continue button. WebEOC will send you an email with further instructions on resetting your password.' Below the text, there are input fields for 'Username:' and 'Email Address:'. At the bottom, there are two buttons: 'Continue' and 'Cancel'.

Note: If your administrator has enabled “password history,” you will not be able to re-use a previous password.

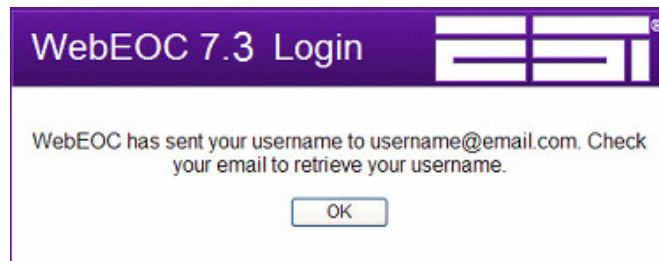
4. A confirmation window will appear and you will receive an e-mail containing a link to reset your password. Select the **OK** button.



5. If you select the *Retrieve Username* link, enter your **e-mail address** in the *Email Address* field, and reenter it in the *Confirm Address* field.

A screenshot of a web browser window titled "WebEOC 7.3 Login". The page has a purple header bar with the title and a logo. The main content area is white and contains the heading "Retrieve Username". Below the heading is the text: "Enter your WebEOC user email address below and click the Continue button. WebEOC will send your user name to your email address." There are two input fields: "Email Address:" and "Confirm Address:". Below the input fields are two buttons: "Continue" and "Cancel".

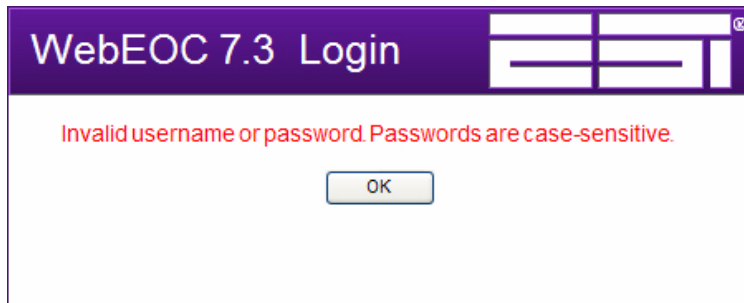
6. Select the **Continue** button. A confirmation window will appear and you will receive an e-mail containing your user name.
7. Select the **OK** button to return to the *Login* window.



Generic Login Issues

Invalid Username or Password

If you entered your username or password incorrectly, an invalid password window will appear. Select the **OK** button. Go to the “Logging in to WebEOC” section in this chapter and repeat the steps.

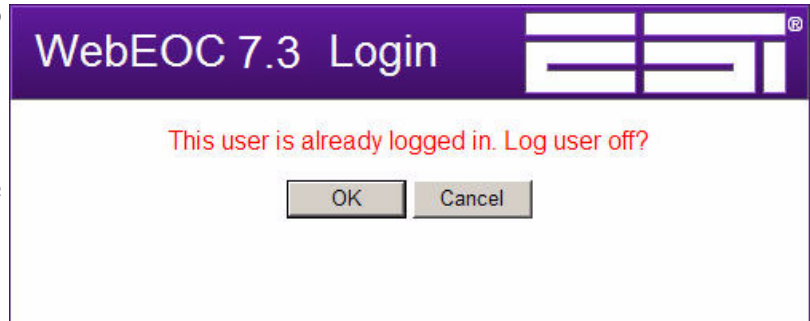


User Account Locked

If you exceed the number of failed login attempts allowed, a *User Account Locked* window will appear. Select the **OK** button, and contact your administrator to unlock your account.

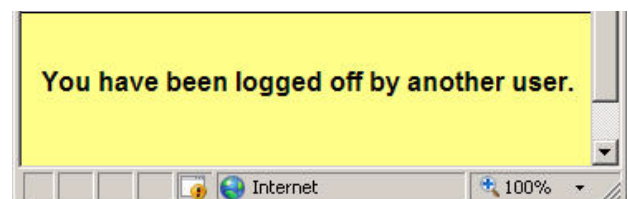
User is Already Logged In

Contact your administrator to review the setup of your account. Login accounts can be configured as either single or multi-user. Multi-user accounts allow more than one user to log in to the same account at any one time. Single-user accounts allow only one person at a time to login to the account.



If your account is setup as a “single-user” account and a user is already logged in, you will be prompted whether or not to log off the other user.

If you select the **OK** button, a message will appear on the bottom of the active user's *Control Panel*. If you decide not to log the user off, select the **Cancel** button.



Control Panel

The *Control Panel* is the information hub of WebEOC. It is organized by *Boards*, *Menus*, *Tools*, *Plugins*, and *Links*. Within each of these sections, the items are listed alphabetically. You will see items on your *Control Panel* based on: what your WebEOC administrator has granted you access; the version of WebEOC; and the plug-ins that were installed.

All WebEOC windows (i.e., *Control Panel*, boards, links, etc.) may be resized and moved to any position on the desktop. You can also open multiple boards and/or multiple copies of a board, plug-in, or link. See *Chapter 3: Boards* for detailed instructions on using boards.

Your user name and position appear at the top of the *Control Panel*. If your user name is highlighted, you can select it to make changes to your user account. Select your position to change the position you are logged in to without logging out of WebEOC.

The incident you are currently logged in to also appears at the top of the *Control Panel*. If it is highlighted, you can select it to log in to a different incident without logging out of WebEOC.

The *Log Off* button allows you to log out of WebEOC.

Items in red have new data posted to them. Select the name to open that item. When the board has been opened and the new data has been viewed, the font will reset to black.

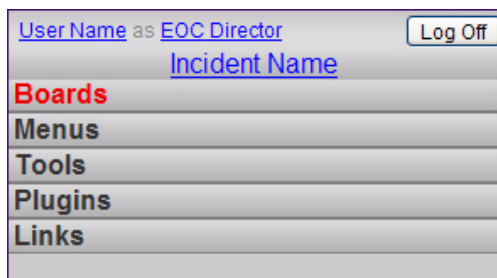
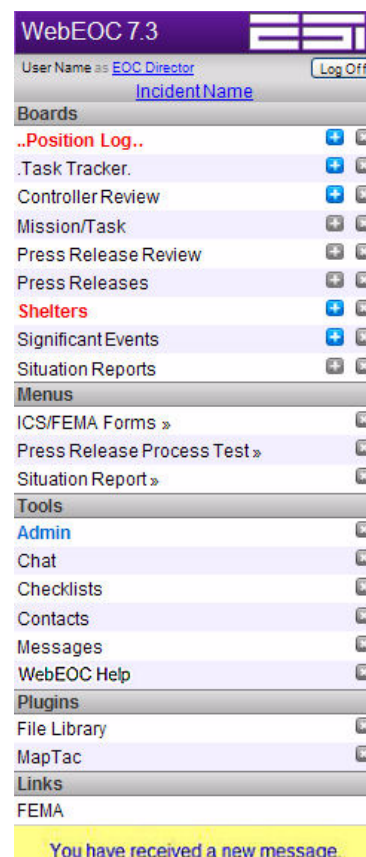
Use the input button to open a data entry window. Data entry windows contain tools to manage and post data to a board. Only boards have data entry windows.

Use the close button to close a display. A red close button indicates that the display is open. A grey close button means the display is closed.

The *Admin* link will only appear in your *Tools* section if you have administrator privileges.

Message notifications and alerts will appear at the bottom of the *Control Panel*.

If there are sections on your Control Panel you do not need to view, select the name (*Boards*, *Menus*, *Tools*, *Plugins*, or *Links*) to collapse that section.

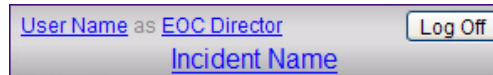


Editing Your User Account

The username and position on the *Control Panel* will be displayed as static or an active link. If this link is active, you will be able to edit your user account.

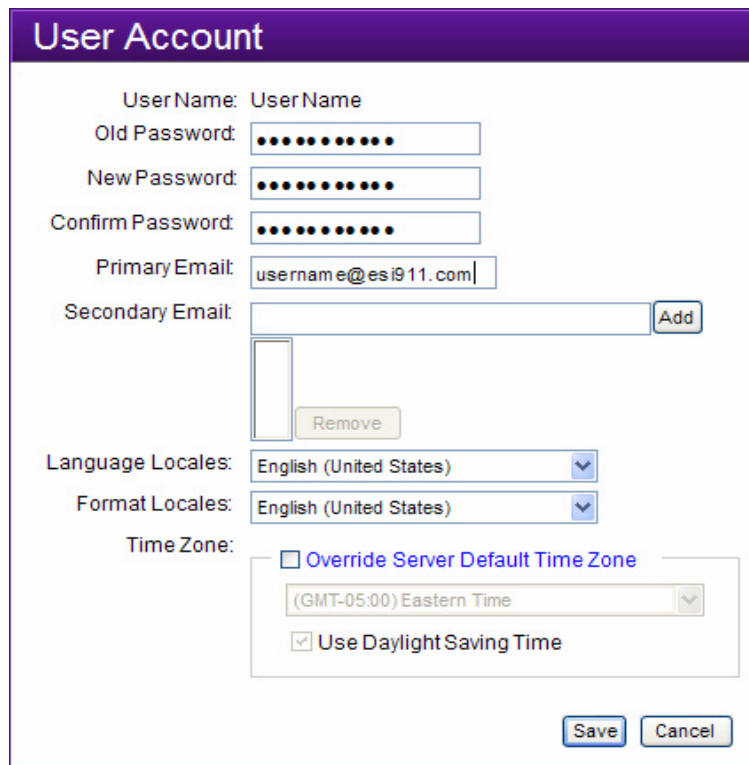
To edit your user account, follow the steps below.

1. From the *Control Panel*, select the **user name** link.



This screenshot shows the top navigation bar of the application. It contains a link for 'User Name' followed by 'as EOC Director', a 'Log Off' button, and a link for 'Incident Name'.

2. From the *User Account* window, edit your information. See the “Self-registration” section in this chapter for detailed instructions.



The 'User Account' window contains the following fields and controls:

- UserName:** A text field containing 'UserName'.
- Old Password:** A password field with masked characters.
- New Password:** A password field with masked characters.
- Confirm Password:** A password field with masked characters.
- Primary Email:** A text field containing 'username@esi911.com'.
- Secondary Email:** An empty text field with an 'Add' button to its right.
- Language Locales:** A dropdown menu showing 'English (United States)'.
- Format Locales:** A dropdown menu showing 'English (United States)'.
- Time Zone:** A section containing:
 - An unchecked checkbox labeled 'Override Server Default Time Zone'.
 - A dropdown menu showing '(GMT-05:00) Eastern Time'.
 - A checked checkbox labeled 'Use Daylight Saving Time'.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom right.

3. Select the **Save** button to save your changes, or select the **Cancel** button to abort the operation.

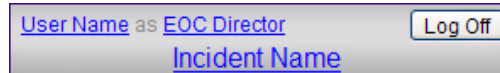
Editing Your Position and Incident

You can edit your position and the incident you are logged in to from the Control Panel.

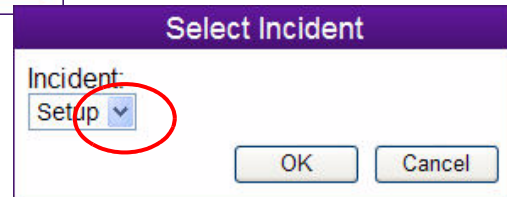
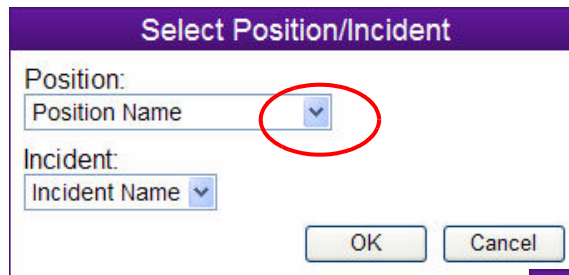
Changing your position assignment or the incident will also change the boards, menus, tools, plug-ins, and links that you will be able to access from the Control Panel.

To edit your position or incident, follow the steps below.

1. From the *Control Panel*, select the **Position** link to change your position, or select the **Incident** link to change the incident you are logged in to.

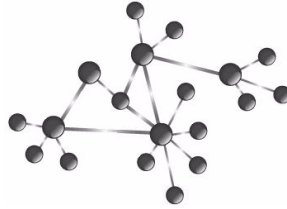


2. Select a new **position** from the *Position* drop-down list, and/or select a new **incident** from the *Incident* drop-down list.



3. Select the **OK** button, or select the **Cancel** button to abort the operation.

Chapter 3: Boards



Introduction

Boards are the heart of WebEOC. They are the mechanism to share and manage real-time event information with authorized users everywhere. In WebEOC, incident information is transmitted and displayed in boards, making the information universally available to all authorized users simultaneously. In the context of Crisis Information Management Systems (CIMS), a WebEOC board is equal to a large, chronological or categorical paper-based status board that dominates EOCs and command centers around the country.

In the “manual” environment, information is typically posted to a status board by “plotters” — people with grease pencils who post updates from forms provided by other emergency responders, who received their updates from counterparts in the field.

With WebEOC, there is no need to cover your walls with grease, dry-erase, or cork boards; maps; etc. In WebEOC, users enter information electronically into boards and everyone logged in to WebEOC sees this information instantly. There is no duplicating of data, no loose paper forms, and no shouting from section to section to share information. WebEOC helps you build reports, request assistance, deploy resources, store documents, map almost anything, and more.

In WebEOC, standard government forms (e.g., ICS, FEMA, Situation Reports, Mission/Task, etc.) used to track emergency response tasks are built as boards to implement your agency’s information process flow.

When customers install WebEOC, a standard set of basic boards are available to enable any agency to begin use almost immediately. Your agency may use these boards as is, modify them to meet local requirements, or implement an entirely different board set tailored to your process and method of operation.

The boards available on your *Control Panel* may vary from the boards described in this chapter. If your agency has created boards specific to your needs, see your WebEOC administrator for instructions on using those boards.

The following topics are covered in this chapter.

- Board Views
- Standard WebEOC Boards
- General Board Features
- Board Operations

Board Views

The first things you need to understand about boards is that boards can have multiple views and your administrator determines the access you have to those views.

Your administrator also decides which boards you have access to. You may have access to all of the standard boards, agency-specific boards, completely new boards, or a combination of these.

A view is just another way of looking at the same data. Boards will have at least two views and may have three or more. The typical board views are:

- Input,
- List, and
- Details.

The input view is where you will enter new data or update existing data. There are two ways to open the input view of a board: using the input button next to a board on the *Control Panel* or entering the display view of a board and selecting a button that takes you to the input view. Your administrator decides what this button is labeled. It may be called *Create New Record*, *Add New Record*, *Update Record*, etc. Boards will typically only have the input button **or** the button inside the display view. If the input button is blue, it is enabled. If it is gray, it is disabled. A gray input button means you must enter the board to select the button.



A board may also have a list view. This data is displayed in a list format. This view could contain all of the data for a board, or it may contain a subset of data. List views are very useful during an incident because they allow you to display only data that is immediately necessary. This enables you to focus on the most important data.

An example of a list view is the *Shelters* board. During an incident, you may not need to know if a shelter is pet friendly or Red Cross approved—you just need to know which

Incident Name					
Shelters					
Name	Status	Capacity	Occupancy	Available	Detail
Covenant Ministry	OPEN	300	162	138	Details
Johnson House	CLOSED	0	0	0	Details
North Star Mission	FULL	300	300	0	Details

shelter has the most beds available so you can send victims there. A simplified list view allows you to see the name of the shelter, the status, capacity, occupancy, and available beds. Simplified views typically contain a *Details* buttons. If you want to see detailed information for a record, choose the *Details* button next it. The details view will appear.

Note: Your administrator may have different settings configured for your boards.

Standard WebEOC Boards

This section provides a brief description on the standard boards that are often used to track, display, and manage crisis information. The *Control Panel* on the right shows what the *Boards* section looks like and how boards are arranged. The most common set of boards used to manage crisis information that will be discussed in this section are:

- *Mission/Task*,
- *Position Log*,
- *Press Release*,
- *Shelters*,
- *Significant Events*, and
- *Situation Report*.



If your agency uses the Controller Review Process and you are the Controller for your section, you will also see the *Controller Review* and *Task Tracker* boards.

You will not see the *Position Log* board if your agency uses the Open Process. This manual focuses on the Controller Review Process.

You may also have FEMA and ICS forms available as boards. These forms are typically used from the *Menus* section. See *Chapter 4: Menus and Links* for detailed instructions on the *Menus* section.

Mission/Task

The *Mission/Task* board allows you to request missions and tasks and monitor their statuses. If you are the Controller, you use the *Task Tracker* board to manage tasks that are sent from the *Mission/Task* board.

With the *Mission/Task* display board, missions and tasks can be edited by selecting the **Update** button. This gives those who have been assigned a task the ability to reject, complete, or characterize it as a task in progress. Members of the receiving staff may also provide comments with their new status.

Chemical Release							
Mission/Task							
Request No.	Originator Date/Time	Description/Notes	Assigned To Date/Time	Time Due/Completed	Status	Attachments	Update
6	EOC Director By: John Adams 05/26/2009 08:15:43	Request 3 light towers. See attachment O'dell Weeks Park staging area 3 light towers see attachment Bob Peters 706.414.3034	Assigned To: Operations Section Chief	05/26/2009 22:13:00	In Progress		Update

Position Log

The *Position Log* board allows you to document actions taken by personnel in your position in the EOC during each shift.

The *Position Log* allows agencies to track:

- ID number of the entry,
- Position and name,
- Date and time,
- Event type,
- Map and location,
- Priority,
- Subject, and
- Details.

Incident Name	
Position Log	
12	fire and recus has arrived all victims have been extricated from crash
Operations Section Chief	
Christy Terrell	
09/01/2009 09:29:06	
Vehicle Accident with Entrapment	
1299 Broad Street, Augusta, GA	
Incident Name	Flash
10	fire and rescue are enroute **paramedics are enroute
Operations Section Chief	
Christy Terrell	
09/01/2009 09:27:06	
Vehicle Accident with Entrapment	
Map	
1299 Broad Street, Augusta, Ga	
Incident Name	Flash
9	3 vehicle collision at corner of Broad and 13th 5 victims; 3 trapped
Operations Section Chief	
Christy Terrell	
09/01/2009 09:09:14	
Vehicle Accident with Entrapment	
Map 3-car accident	
1299 Broad Street, Augusta, GA	

Press Release

Every emergency response involves the media, and almost every emergency response organization has a Public Information Officer (PIO) responsible for the development and release of accurate and complete information regarding the incident.

The PIO usually establishes an area for the media that is away from the command post, separate from the EOC, and a safe distance from the incident scene. This area is used to provide news releases, responses to questions or requests, tour information, etc.

WebEOC's *Press Release* board allows you to establish links to a press release file stored internally in WebEOC's database or a file stored externally. It can be used to display press releases in their entirety.

Incident name		Press Release			
Title	Date/Time	Approval Status	Comments	Press Release	Approval Status
Broad Street Collision	09/01/2009 11:04:45	Approved	Printed Tuesday, September 1 Front page	Attachment	Update

Shelters

Shelter information and status can be tracked in the *Shelters* board. The standard list view displays the shelter's name, status, occupancy, etc. It also indicates if a shelter is American Red Cross approved, accommodates special needs, or is pet friendly.

Chemical Release		Shelters			
Name:	Map O'Dell Weeks Center	Return to List			
Status:	OPEN				
Capacity:	350				
Occupancy:	0				
Availablilty:	350				
American Red Cross Approved:	Yes				
Special Needs:	Yes				
Pet Friendly:					
Facility Information					
Address	1700 Whiskey Rd Aiken SC 29803				
Latitude	33.530246				
Longitude	-81.723381				
Point of Contact:	John Smith				
Title:	Parks Manager				
Phone Number:	(803) 642-7631				
Remarks:					

Significant Events

The *Significant Events* board is WebEOC's equivalent to your "Event Log" or "Incident Journal." It is used to track events and activities and log "who did what when."

The *Significant Events* board provides real-time chronology of records of the actions taken during an event, from beginning to end. Entries in this board include:

- Reporting authority,
- Event type,
- Date and time of the entry,
- Location,
- Priority level, and
- A narrative summarizing event information.

Chemical Release		
Significant Events		
9	Two passenger cars involved in collision with Tanker Truck.	
EOC Director		
John Adams		
5/26/2009 08:15:27		
Hazardous Materials		
Chemical Release		Medium
10	6 injured at the accident scene. Driver of tanker truck is pinned in the cab. 2 EMT Units are at the scene, 2 EMT Units are enroute.	
EOC Director		
John Adams		
5/26/2009 08:17:45		
Hazardous Materials		
Map Chemical Release		
1900 Whiskey Rd Aiken, SC 29801		
Chemical Release		High

Situation Reports (SITREPs)

SITREPs (SITuation REPorts) are typically published *at least* once every 24 hours during an emergency. WebEOC provides a standard format that may be used based on the two common methodologies — Incident Command System (ICS) or Emergency Support Functions (ESF).

Functional elements within the emergency response organization update their portion of the SITREP which then populates a master SITREP. The master SITREP can be viewed online and approved before release.

The *Situation Report* board allows agencies to track published SITREPs and view details of the published reports.

Chemical Release

Situation Report

Operational Period	Incident	View
5/26/09 - 5/26/09	Chemical Release	Select
5/26/09 - 5/26/09	Chemical Release	Select
-		

Situation Report

Chemical Release

Print this page

Return to List

Official Release

From Date/Time:

5/26/09

To Date/Time:

5/26/09

Incident/Event Type:

Chemical Release

Situation Information:

Hazardous release occurred when a tanker truck fully loaded with 20,000 lbs of anhydrous ammonia, skidded out of control and collided into two vehicles. An immediate isolation zone of 2500 meters (based on US DOT Guide Book for protective actions) was implemented by Aiken Public Safety. This resulted in shutting down 15 businesses and evacuating 60 residences

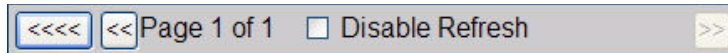
FEMA and ICS Forms

Depending on what your administrator has configured, you may also see FEMA or ICS forms on your *Control Panel* as boards. If your section uses a particular board often, that form can be added to your *Control Panel*. If your section uses all of the FEMA or ICS forms, these may be available in your *Menus* section. See *Chapter 4: Menus and Links* for detailed instructions on using *Menu* items.

General Board Features

Navigation

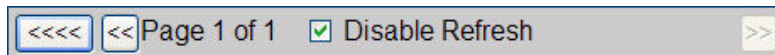
Since boards are displayed in windows that can be resized, the number of entries that can be seen at any one time will vary. If a board has more entries than can be viewed at the same time, use the scroll bar to navigate through the window. Each board may also be resized to increase or decrease the viewing area. If the board consists of multiple pages, use the arrow buttons located at the bottom of the window to navigate.



The left double arrow button returns to the first page; the single left arrow button returns to the previous page; and the right arrow button advances to the next page.

Board Refresh

Each time a new entry is posted or an entry is updated, the board refreshes with the new or changed entry appearing at the top of the board (unless the board is sorted or filtered). To temporarily suspend this refresh process when scrolling through entries on a board, select the *Disable Refresh* checkbox located at the bottom of each board.



Note: New data will not be posted to the display until the *Disable Refresh* checkbox is unchecked.

Spell Check

Spell Check is available in all board input views. This feature allows you to spell check text entered into text areas.

In the *New Record* or *Update Record* window, select the **Spell Check** button.

The screenshot shows the 'New Record' window with a purple header. Below the header are buttons for 'Save', 'Spell Check', 'Cancel', and 'Retrieve Record'. The 'Report As' field is set to 'John Adams'. The 'Originator' is 'EOC Director', 'Originated By' is 'John Adams', and 'Initial Date/Time' is '5/27/2009 11:44'. The 'Assigned To' is '*EOC Director', 'Status' is '(Select)', and 'Priority' is '(Select)'. The 'Description' field contains the text: 'Hazardous release with 20,000 lbs of material and collided into a structure of 2500 meters (ft)'. The 'Spell Check' button is highlighted, and a dialog box is open over it. The dialog box has a title bar 'Word Not in Dictionary:' and shows the word 'overtuned' in red. Below this is a 'Change To:' field with 'overtuned' entered. To the right of the 'Change To:' field are buttons for 'Ignore', 'Ignore All', 'Add', 'Replace', 'Replace All', and 'Cancel'. Below the 'Change To:' field is a list of suggestions: 'overtured', 'overtuned', 'over tuned', 'overtone', 'overtones', 'overturn', 'overtums', and 'overdone'. The 'overtuned' suggestion is highlighted.

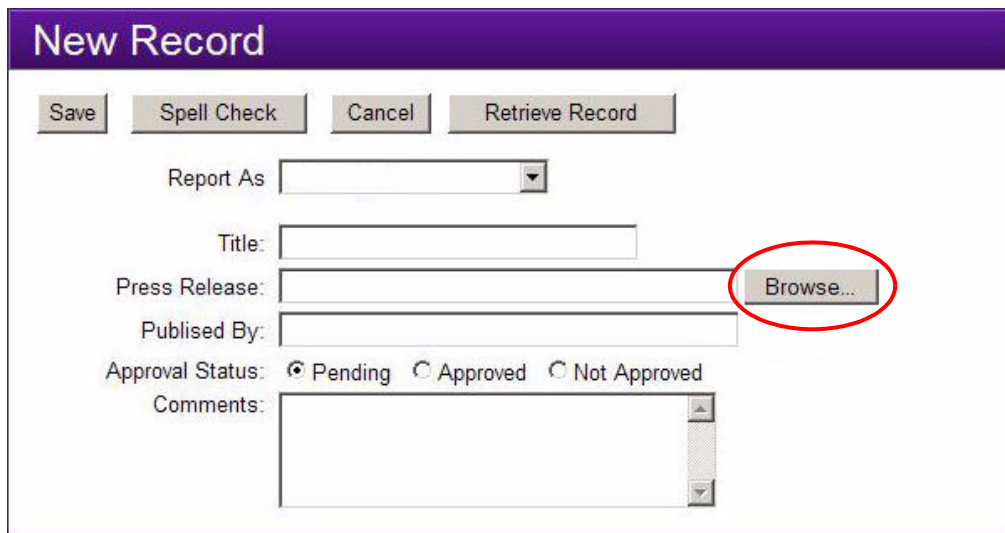
The *Spell Checker Webpage Dialog* window will appear and display suggested words. Users may ignore the alert, add the word to the dictionary, or manually replace the word by entering the correction in the *Change To:* field.

Adding a Board Attachment

Sometimes it is necessary to include a map or an additional file to a board. WebEOC allows you to attach a file to a board entry when adding or updating a record. File size limits are controlled by the WebEOC administrator. The attachment feature must be added to a board before using it. This is also the responsibility of your WebEOC administrator.

Board attachments will be maintained when an entry containing an attachment is data linked from one board to another; however, attachments cannot be dual committed or used with board e-mails and *Control Panel* notifications.

In the *New Record* window, select the **Browse** button.



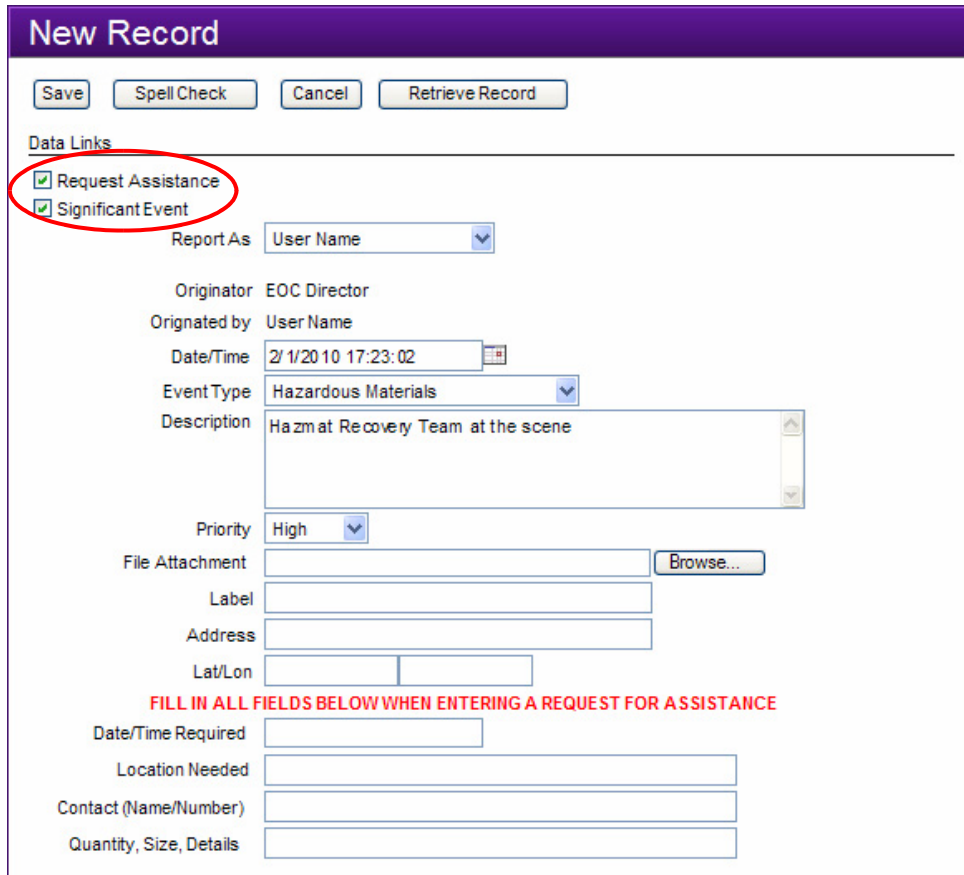
Navigate to the location of the file to be attached, and select the **Open** button. This will return you to the *New Record* window.

You can view or download board attachments directly from the board display. Board attachments are displayed as links (labeled as *Attachment*) in the board. Select the **Attachment** link to open the file.

Incident name					
Press Release					
Title	Date/Time	Approval Status	Comments	Press Release	Approval Status
Broad Street Collision	09/01/2009 11:04:45	Approved	Printed Tuesday, September 1 Front page	Attachment	<button>Update</button>

Data Linking

Using data linking, an entry in one board can be simultaneously posted to another board. Data fields in one board are linked to specified fields in the destination board by the system administrator using utilities in the *Boards* manager.



New Record

Save Spell Check Cancel Retrieve Record

Data Links

☒ Request Assistance
☒ Significant Event

Report As User Name

Originator EOC Director

Originated by User Name

Date/Time 2/ 1/2010 17:23:02

Event Type Hazardous Materials

Description Hazmat Recovery Team at the scene

Priority High

File Attachment Browse...

Label

Address

Lat/Lon

FILL IN ALL FIELDS BELOW WHEN ENTERING A REQUEST FOR ASSISTANCE

Date/Time Required

Location Needed

Contact (Name/Number)

Quantity, Size, Details

Only boards configured to allow data linking can execute this feature.

Dual Commit

Dual Commit is a feature in WebEOC that allows information to be posted to a second server. This feature allows an organization to:

- Post entries outside their firewall to other agency's boards hosted on an outside server for access by external agencies and/or users via the Internet,
- Share information between agencies having common WebEOC boards, and
- Selectively decide which boards or board entries to dual commit, keeping sensitive information on your agency's WebEOC system.

Only boards configured to allow dual commit can execute this feature.

If you receive an advisory that the incident has not been mapped, contact your WebEOC administrator.

Remote Boards

Remote Boards allow users on one instance of WebEOC to access boards hosted on a different WebEOC system (such as an instance in a neighboring county).

The use of remote boards allows all WebEOC instances to view the same set of data from the same board. Everyone has all the information available to them and a common operational picture is maintained.

If your group permissions allow, you may see a link in the *Plugins* section of *Control Panel* labeled *Remote Boards*. See *Chapter 6: Plugins* for detailed instructions on using remote boards.

Subscription Boards

Subscription boards are boards that are shared between (or among) several WebEOCs over the ESiWebFUSION™ network. A subscription board is published to the ESiWebFUSION server and offered for use to the other WebEOCs connected to the ESiWebFUSION server. WebEOCs that subscribe to the board can (depending on their level of permission) read, read/write, or read/write/delete information on the board. A record is added to a subscribing (local) WebEOC. The record moves from the local copy of the board to the ESiWebFUSION™ server, and is then added to each of the other participating WebEOCs.

On the Control Panel, subscription boards are grouped together and displayed in a separate expandable/collapsible section (e.g., "State COGs") immediately after the group of standard boards. If your system is subscribing to multiple ESiWebFUSION servers, subscription boards will be grouped and labeled per ESiWebFUSION server.

Subscription boards are used in the same way as any standard board on a user's WebEOC Control Panel: users can add/update, view, sort, and filter data as determined by the permissions allowed by the board owner (publisher) and group permissions on the subscribing (local) WebEOC server.

Board Operations

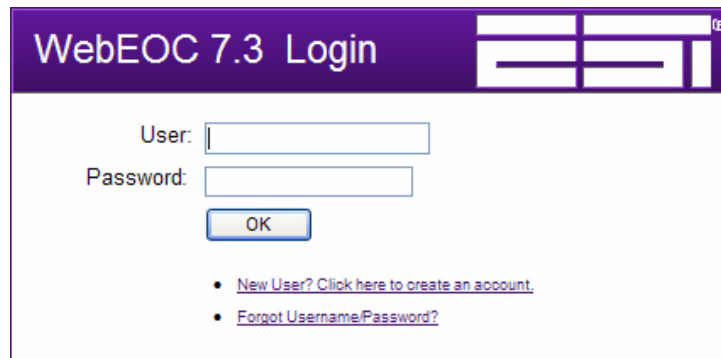
Based on the permissions established, you may have several options available to either add, update, sort, retrieve, or filter board information. The specific data entries made to the records will vary based on the board information.

Adding a New Record

If you have “read only” privileges to a board, the entry function (i.e., *New Record* window) is not enabled and will be grayed out. You will not be able to add, update, or retrieve a record. The *Sort* and *Filter* window will appear by default for users with “view only” permission.

To add a new record to a board, follow the steps below.

1. Start your Web browser and access the WebEOC site.
2. Enter your **user name** in the *User* field and **password** in the *Password* field. As you enter your password, it will appear as a series of dots.

The image shows the WebEOC 7.3 Login window. It has a purple header bar with the text "WebEOC 7.3 Login" and a small icon on the right. Below the header, there are two input fields: "User:" and "Password:". The "Password:" field is currently filled with dots. Below the input fields is a blue "OK" button. At the bottom of the window, there are two links: "New User? Click here to create an account." and "Forgot Username/Password?".

Note: The password is case sensitive.

3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

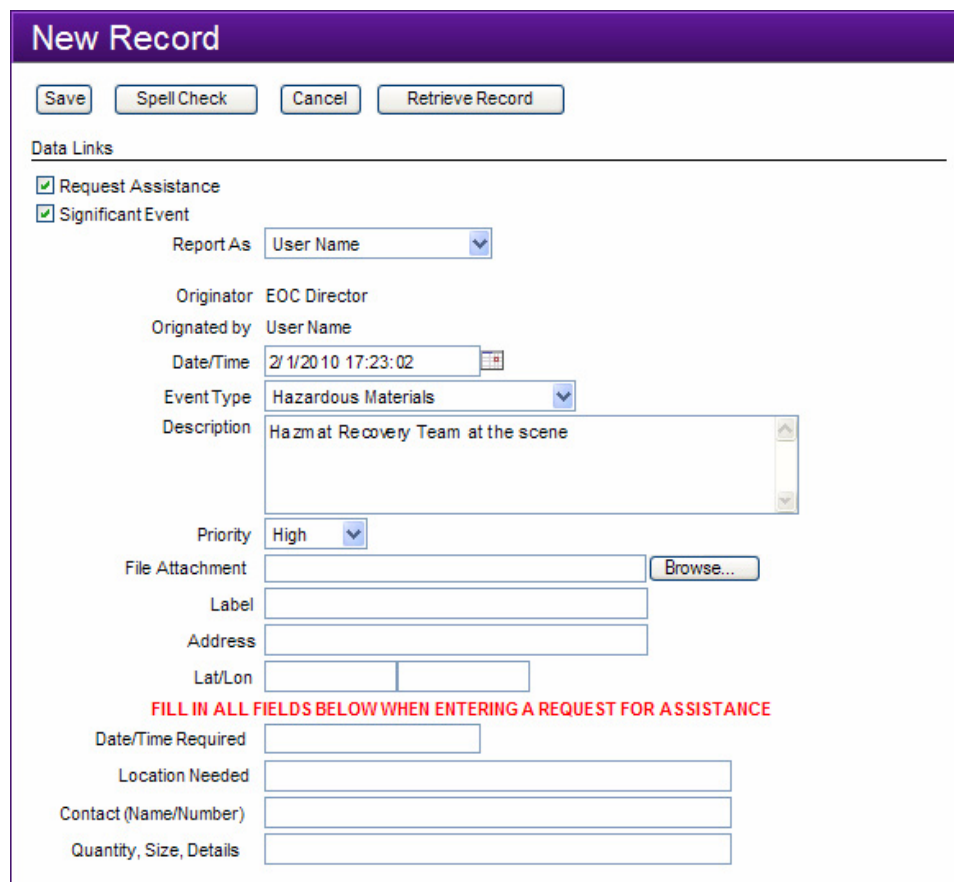
Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

6. Select the **input** button next to the board you want to add a record.



7. From the *New Record* window, complete the fields as applicable.



Note: In this example, *Data Links* are available to push information from a board to other boards. Data linking is not enabled in every board.

8. Select the **Save** button to save the new record, or select the **Cancel** button to abort the operation.

Updating a Record

You must have read/write permission in order to update a record.

To update a record from a board, follow the steps below.

1. Select a **board** from the *Control Panel*.



2. In the display window, select the **record** you want to update.
3. In the *Update Record* window, make your changes.

The screenshot shows the 'Update Record 11' window. The title bar says 'Update Record 11'. On the left, there's a sidebar with a list of records. Record 11 is selected, and its details are shown in the main area. The details include: Name (Christy Terrell), Date/Time (Wednesday, September 1), Event/Type (Vehicle Accident with Entrapment), Description (SUV collided with Tanker truck, 5 victims: 4 in SUV, 1 in truck, 2 trapped), Attachment (SUV versus Tanker Truck), Address (1299 Broad Street, Augusta, GA), Lat/Lon (33.4787467187, -81.9753245469), and Priority. There are buttons for 'Save', 'Spell Check', 'Cancel', 'Browse...', 'Get Address', and 'Map It'.

4. Select the **Save** button to update the record, or select the **Cancel** button to abort the operation.

Retrieving Records Using the Record ID

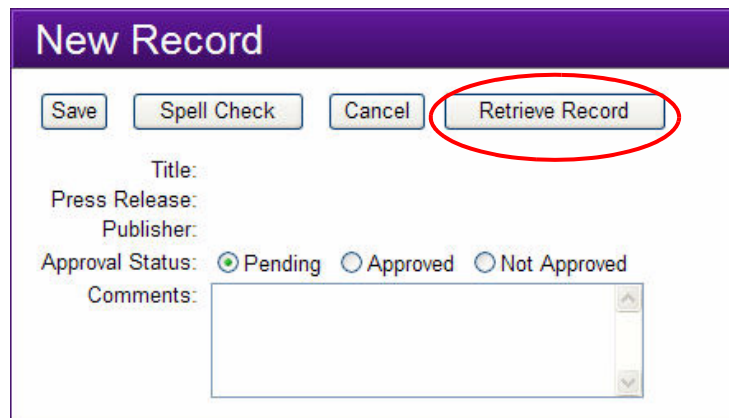
You can retrieve a record by following the same steps as updating a record. If you know the record ID number you can also retrieve a record through the *New Record* window.

To retrieve a record using the record ID number, follow the steps below.

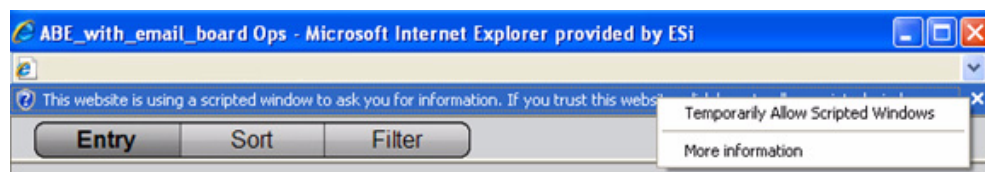
1. Select the **input** button next to the board on the *Control Panel*.



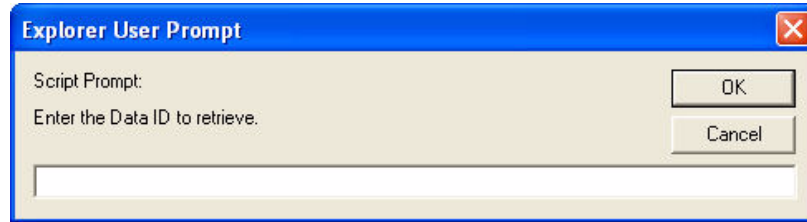
2. From the *New Record* window, select the **Retrieve Record** button.



3. If you are using Internet Explorer, a warning may appear at the top of the input view during this operation. Right click on the **warning**, *Temporarily Allow Scripted Windows*, and then select the **Retrieve Record** button again.



4. Enter the **Data ID** (*Record ID* number), and select the **OK** button to continue.



The *Update Record* window will appear for the record ID number you entered.

Sorting Board Records

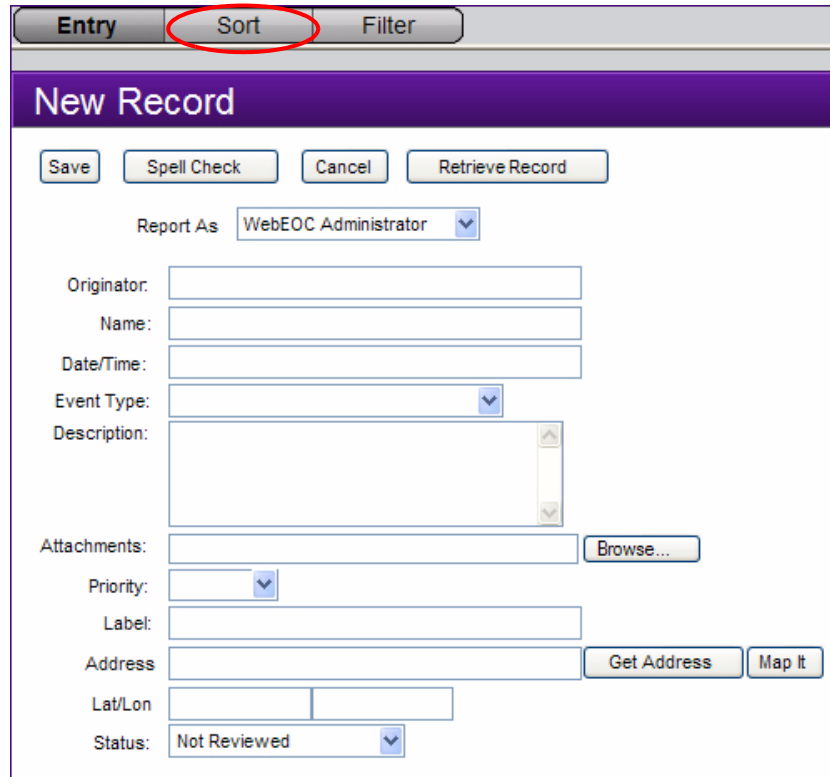
Sort Options allows you to order the entries currently displayed in a board according to a particular parameter. The default is by the record's entry date and time listed in descending order. This means that the latest or most recent record of the event or incident will appear at the top of the board and earlier information will appear further down the list. Your data sorting only affects your view; it has no affect on the board views of others.

To sort board records, follow the steps below.

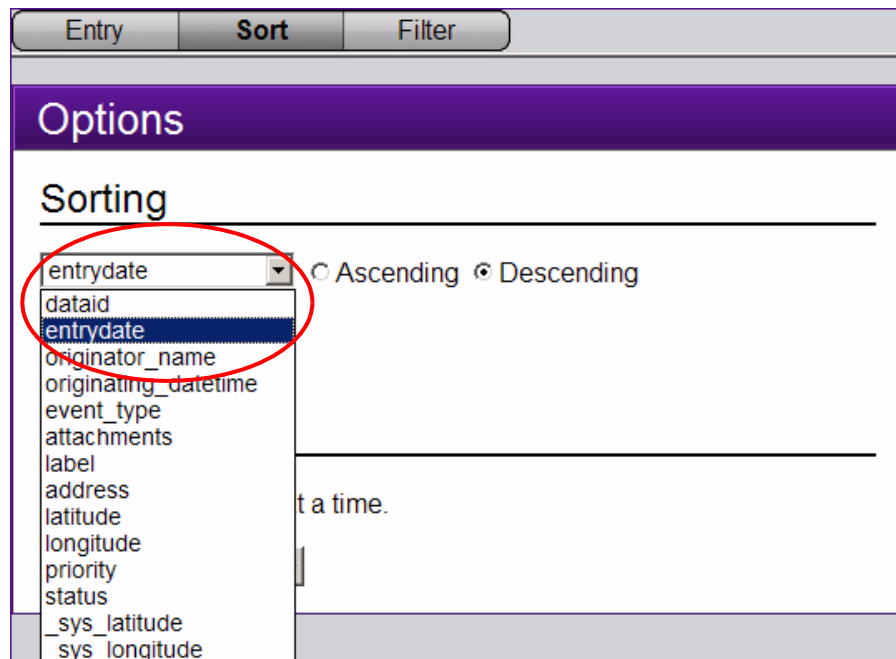
1. From the *Control Panel*, select the **input** button of the board you want to sort.



2. Select the **Sort** button at the top of the *New Record* window.



3. From the *Options* window, select a **parameter** (e.g., entrydate, originator name, event type, etc.) from the drop-down list for sorting the board records.



4. Select the **radio button** for either *Ascending* or *Descending* order.

5. From the drop-down list, select the **number of records** per page to be displayed.
6. Select the **Apply** button. View the board to verify the sort was completed.

Note: The sorting and paging options are independent of each. You do not have to select the **Apply** button if you only change the paging option.

7. Select the **Reset** button to clear the sort criteria. The order of the board records revert to the descending entry date/time order.

Filtering Board Entries

A board can be filtered to display only those records that meet specific criteria. Any combination of criteria can be used to define the filter. The more criteria specified, the fewer entries that will be displayed. Your data filtering only affects your view; it has no affect on the board views of others.

To filter board entries, follow the steps below.

1. From the *Control Panel*, select the **Input** button of the board you want to filter.



2. Select the **Filter** button at the top of the *New Record* window.

The screenshot shows the 'New Record' window. At the top, there is a navigation bar with three buttons: 'Entry', 'Sort', and 'Filter'. The 'Filter' button is circled in red. Below the navigation bar, the window has a purple header with the text 'New Record'. Underneath the header, there are four buttons: 'Save', 'Spell Check', 'Cancel', and 'Retrieve Record'. Below these buttons, there is a 'Report As' dropdown menu set to 'WebEOC Administrator'. The main form area contains several fields: 'Originator' (text input), 'Name' (text input), 'Date/Time' (text input), 'Event Type' (dropdown menu), 'Description' (text area), 'Attachments' (text input with a 'Browse...' button), 'Priority' (dropdown menu), 'Label' (text input), 'Address' (text input with 'Get Address' and 'Map It' buttons), 'Lat/Lon' (text input), and 'Status' (dropdown menu set to 'Not Reviewed').

3. From the *Filter* window, select complete the fields as applicable. When you have finished entering your filter criteria, select the **Apply** button.

The screenshot shows the 'Filter' window. At the top, there is a navigation bar with three buttons: 'Entry', 'Sort', and 'Filter'. The 'Filter' button is highlighted. Below the navigation bar, the window has a purple header with the text 'Filter'. Underneath the header, there are two buttons: 'Apply' and 'Clear'. The 'Apply' button is circled in red. Below these buttons, there are several fields: 'Entered By' (dropdown menu), 'Position' (dropdown menu), 'Originator' (text input set to 'EOC Director'), 'Originated by' (text input set to 'WebEOC Administrator'), 'Date/Time' (text input with a calendar icon), 'Event Type' (dropdown menu), 'Description' (text area), and 'Priority' (dropdown menu).

- To view your filtered list, select the board from the *Control Panel*. The words *Filter Applied* will appear in the upper right corner of the window.

The screenshot shows a web application window titled 'Significant Events'. In the top right corner, a red box contains the text 'Filter Applied'. The window displays a list of three events, each with a summary on the right and details on the left.

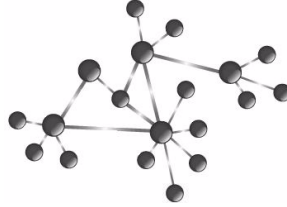
Event ID	Summary	Details
17	Two (2) front end loaders. (See attachment for details) Deliver to staging area 1700 Whiskey Rd ODell Week Center, Aiken SC	EOC Director John Adams May 27 2009 1:46PM Hazardous Materials Map Front End Loaders 1700 Whiskey Rd Aiken SC 29803 Chemical Release High
3	Tanker truck fully loaded with 20,000 lbs anhydrous ammonia overturned. Tanker is breached, release occurred, .5 miles radius evacuation area.	EOC Director John Adams May 26 2009 8:05AM Hazardous Materials Map Chemical Release 1900 Whiskey Rd Aiken, SC 29801 Chemical Release High
10	6 injured at the accident scene. Driver of tanker truck is pinned in the cab. 2 EMT Units are at the scene, 2 EMT Units are enroute.	EOC Director John Adams May 26 2009 8:17AM Hazardous Materials Map Chemical

- To remove the filter and re-display all the board entries, select the **Clear** button.

The screenshot shows a 'Filter' dialog box with a purple header. At the top are three tabs: 'Entry', 'Sort', and 'Filter'. The 'Filter' tab is active. Below the header, there are two buttons: 'Apply' and 'Clear'. The 'Clear' button is circled in red. Below the buttons are several filter criteria with input fields and dropdown menus:

- Entered By: [dropdown]
- Position: [dropdown]
- Originator: EOC Director
- Originated by: WebEOC Administrator
- Date/Time: [calendar icon]
- Event Type: [dropdown]
- Description: [text area]
- Priority: [dropdown]

Chapter 4: Menus and Links



Introduction

Menus give you an easy way to access multiple display boards, plug-ins, links, and other menu items that are grouped under a single link on the *Control Panel*. When you select the menu title, a list of items will open in a new window that is similar in appearance and functionality to the *Control Panel*.

Menu items are grouped together on the *Control Panel* appended with a double-arrow icon. Sub-menus are accessed by selecting the menu title (which acts as a link). Menus are closed by selecting the X button next to the menu title. Once a sub-menu is open, the X will appear in red to confirm the menu is active. If a menu contains a board, the board link on the sub-menu and the link on the *Control Panel* will change to red when new information has been posted to the board.



You can also use *Links* to access a system, a Web site or a particular file. The items listed in the *Links* section on the *Control Panel*, typically opens a new window displaying an external system or Web site. Talk to your WebEOC administrator for any additional links you need.

Note: Unlike ICS or FEMA forms which contain specific formats, ESFs contain no such structure. Because ESFs vary, examples are not shown in this manual. Typical ESF boards are available for download from ESi's community Web site.

In this chapter the following topics will be covered.

- Accessing ICS/FEMA Forms
- Accessing Links

Accessing Menus

Menus are a convenient way to group the items you used most often to complete tasks. Multiple *Menus* can be created to help you quickly access boards, tools, plug-ins, etc. Menus also keep the *Control Panel* more streamlined.

Note: This section will only provide instructions on how to access the *ICS/FEMA Forms* menu which is most often used. For instructions on how to access other menus, see your WebEOC Administrator.

ICS/FEMA Forms Menu

The *ICS/FEMA Forms* menu is the most commonly used default menu. It contains 16 FEMA forms and 19 ICS forms. Preparing the forms within WebEOC creates an electronic completed document. This assists in document retention because data contained within each form is saved to the database when the incident is archived.

Note: The steps taken to create, update, delete, and print an ICS or a FEMA form record, are exactly the same.

ICS Forms

WebEOC's ICS forms support the five major components common to most organizations: Command, Operations, Planning, Logistics, and Finance. These forms are based on those published by National Interagency Fire Center, National Wildfire Coordinating Group.

The ICS Forms included with WebEOC are listed below.

• ICS 201 - Incident Briefing	Boards
• ICS 202 - Incident Objectives	ICS 201 - Incident Briefing
• ICS 203 - Organizational Assignments	ICS 202 - Incident Objectives
• ICS 204 - Division Assignments	ICS 203 - Organizational Assignments
• ICS 205 - Radio Communications Plan	ICS 204 - Division Assignments
• ICS 206 - Medical Plan	ICS 205 - Radio Communications Plan
• ICS 207 - Org Chart	ICS 206 - Medical Plan
• ICS 209 - Incident Status Summary	ICS 207 - Org Chart
• ICS 211 - Incident Check-In List	ICS 209 - Incident Status Summary
• ICS 213 - General Message	ICS 211 - Incident Check-In List
• ICS 214 - Unit Log	ICS 213 - General Message
• ICS 215 - Operational Planning Worksheet	ICS 214 - Unit Log
• ICS 216 - Radio Requirements Worksheet	ICS 215 - Operational Planning Worksheet
	ICS 216 - Radio Requirements Worksheet
	ICS 218 - Support Vehicle Summary
	ICS 220 - Air Operations Summary
	ICS 221 - Demobilization Checkout
	ICS 224 - Personnel Performance Rating (Firefighting)
	ICS 225 - Personnel Performance Rating
	ICS 230 - Daily Meeting Schedule

- ICS 218 - Support Vehicle Summary
- ICS 220 - Air Operations Summary
- ICS 221 - Demobilization Checkout
- ICS 224 - Personnel Performance Rating (Fire fighting)
- ICS 225 - Personnel Performance Rating
- ICS 230 - Daily Meeting Schedule

FEMA Forms

WebEOC's default FEMA forms are those contained within the Federal Emergency Management Agency's *Applicant Handbook*. The handbook describes how applicants (e.g., cities, counties, etc.) apply for federal assistance under the Public Assistance Program. See the *FEMA Applicant Handbook* (<http://www.fema.gov/pdf/government/grant/pa/apphndbk.pdf>) for detailed instructions on completing the forms.

FEMA forms included with WebEOC are listed below.

- FEMA Form 90-49, Request for Public Assistance
- FEMA Form 90-91, Project Worksheet
- FEMA Form 90-91A, Damage Description and Scope of Work Continuation Sheet
- FEMA Form 90-91B, Cost Estimate Continuation Sheet
- FEMA Form 90-91C, Maps and Sketches Sheet
- FEMA Form 90-91D, Photo Sheet
- FEMA Form 90-120: Special Considerations Questions
- FEMA Form 90-121: PNP Facility Questionnaire
- FEMA Form 90-123: Force Account Labor Summary Record
- FEMA Form 90-124: Materials Summary Record
- FEMA Form 90-125: Rented Equipment Summary Record
- FEMA Form 90-126: Contract Work Summary Record
- FEMA Form 90-127: Force Account Equipment Summary Record
- FEMA Form 90-128: Applicants Benefits Calculation Worksheet
- FEMA Form 90-129: Mission Assignment
- FEMA Form 90-136: Action Request

Boards	
FEMA 90-120, Special Considerations Questions	 
FEMA 90-121, PNP Facility Questionnaire	 
FEMA 90-123, Force Account Labor Summary	 
FEMA 90-124, Materials Summary	 
FEMA 90-125, Rented Equipment Summary	 
FEMA 90-126, Contract Work Summary	 
FEMA 90-127, Force Account Equipment Summary	 
FEMA 90-128, Applicants Benefits Calculation Worksheet	 
FEMA 90-129, Mission Assignment	 
FEMA 90-136, Action Request	 
FEMA 90-49, Request for Public Assistance	 
FEMA 90-91A, Damage Description/Scope of Work	 
FEMA 90-91, Project Worksheet	 
FEMA 90-91B, Cost Estimate Continuation	 
FEMA 90-91C, Maps and Sketches	 
FEMA 90-91D, Photo Sheet	 

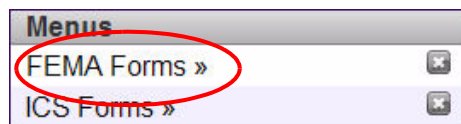
Creating a FEMA Form Record

To create a FEMA Form record, follow the steps below.

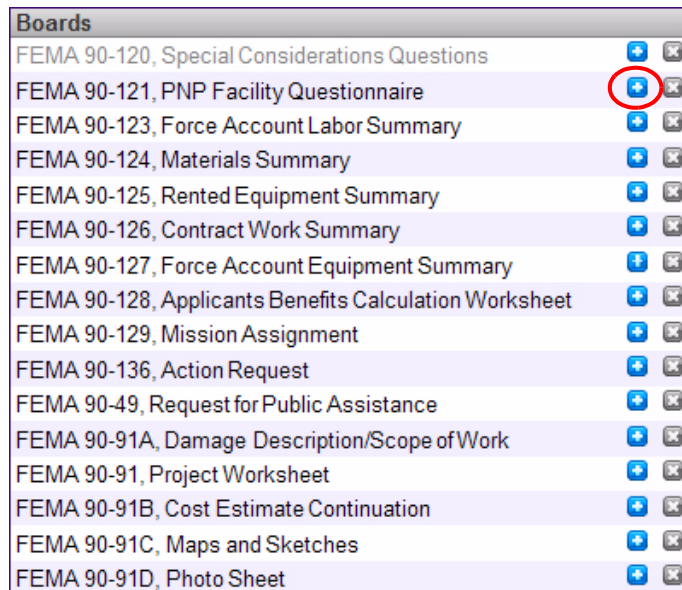
1. Select the **ICS/FEMA Forms** menu link from the *Menus* section on the *Control Panel*.



2. Select the **FEMA Forms** sub-menu link.



3. Select the **input** button or of FEMA form link.



A new window will open displaying the *New Record*.

New Record

Report As: WebEOC Administrator

DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY PNP FACILITY QUESTIONNAIRE	<i>O.M.B. No. 1660-0017</i> <i>Expires October 31, 2008</i>
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PAPERWORK BURDEN DISCLOSURE NOTICE

Public reporting burden for this form is estimated to average 30 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the needed data, and completing, reviewing, and submitting the form. You are not required to respond to this collection of information unless a valid OMB control number appears in the upper right corner of this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing this burden to: Information Collections Management, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472. Paperwork Reduction Project (3067-0151). Submission of the form is required to obtain or retain benefits under the Public Assistance Program. **Please do not send your completed form to the above address.**

FEMA and State personnel will use this questionnaire to determine the eligibility of specific facilities of an approved Private Non-Profit (PNP) organization. (See 44 CFR 206.221). Owners of critical facilities (i.e., power, water (including providing by an irrigation organization or facility, if it is not provided solely for irrigation purposes), sewer, wastewater treatment, communications and emergency medical care) can apply directly to FEMA for assistance for emergency work (debris removal and emergency protective measures) and permanent work (repair, restore or replace a damaged facility). Owners of non-critical facilities can apply directly to FEMA for assistance for emergency work, but must first apply to the U.S. Small Business Administration (SBA) for assistance for permanent work. If the owner of a non-critical facility does not qualify for an SBA loan or the cost to repair the damaged facility exceeds the SBA loan amount, the owner may apply to FEMA for assistance.

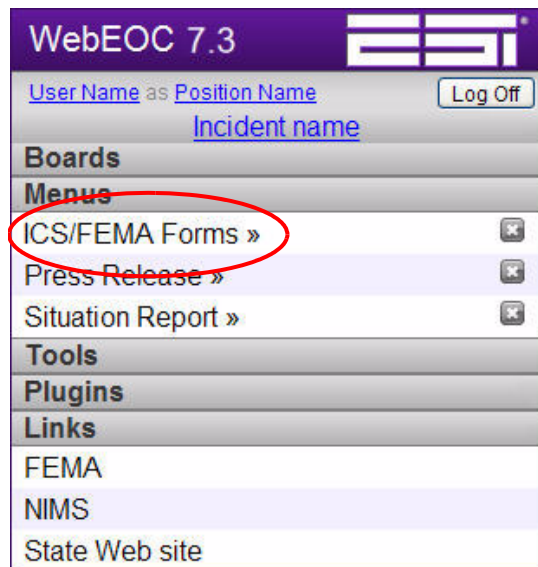
- Name of the PNP Organization:
- Name of the damaged facility and location:
- What is the primary purpose of the damaged facility?
- Is the facility a critical facility as define above? ☐ Yes ☐ No
- Who may use the facility?
- What fee, if any, is charged for the use of the facility?
- Was the facility in use at the time of the disaster? ☐ Yes ☐ No
- Did the facility sustain damage as a direct result of the disaster? ☐ Yes ☐ No
- What type of assistance is being requested?

4. Select the **position** in the *Report As* dropdown list.
 - a. Enter the information in each field.
 - b. Select the **Spell Check** button to check spelling on the information entered.
5. Select the **Save** button to continue or select the **Cancel** button to abort the operation.

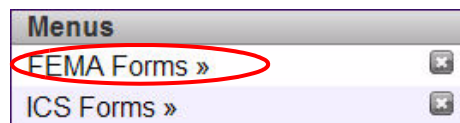
Updating FEMA Form Records

To update a FEMA Form record, follow the steps below.

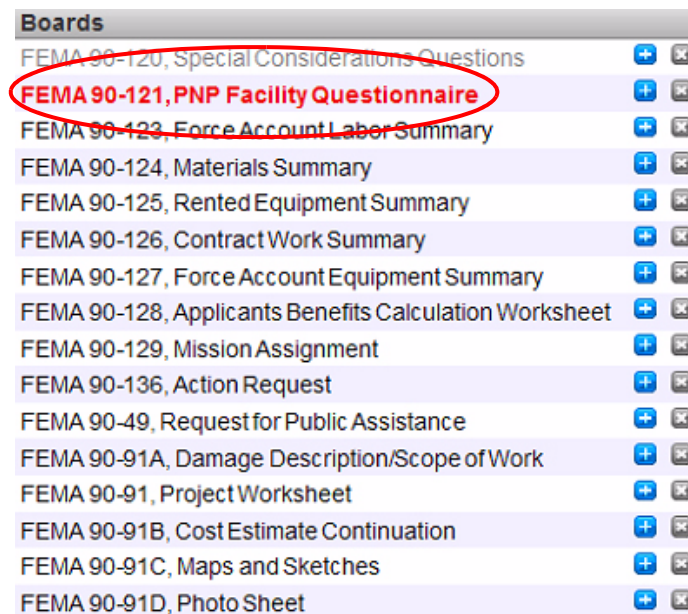
1. Select the *ICS/FEMA Forms* **menu** from the *Menus* section on the *Control Panel*.



2. Select the *FEMA Forms* **sub-menu**.



3. From the sub-menu window, select the FEMA form **board name** link.



Note: The name of the FEMA form link will be red to indicate that at least one record has been created.

- From the FEMA Form display view, select the **Update** button of the record you want to update. The latest record will be listed at the top.

FEMA 90-121 PNP Facility Questionnaire				
Incident Setup				Create New Form
Record No.	Date	Last Update	Details	Update
3		02/03/2010 13:45:25	Select	Update
1		02/03/2010 09:33:17	Select	Update

- Select the **position** in the *Report As* dropdown list. Enter the information in the text fields as required.

Update Record 3

Save
Spell Check
Cancel

Report As
WebEOC Administrator

DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY PNP FACILITY QUESTIONNAIRE	O.M.B. No. 1660-0017 Expires October 31, 2008
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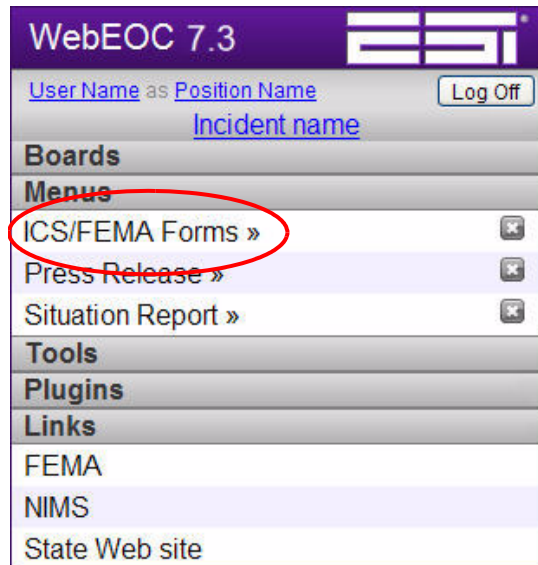
- Name of the PNP Organization: ESi
- Name of the damaged facility and location: Town Hall
- What is the primary purpose of the damaged facility? Meetings
- Is the facility a critical facility as define above? ☐ Yes ☒ No
- Who may use the facility? Government officials and public
- What fee, if any, is charged for the use of the facility? n/a
- Was the facility in use at the time of the disaster? ☐ Yes ☒ No
- Did the facility sustain damage as a direct result of the disaster? ☒ Yes ☐ No
- What type of assistance is being requested? funds to repair damage
- Does the PNP organization own the facility? ☐ Yes ☒ No

- Select the **Spell Check** button to check for spelling errors.
- Select the **Save** button to continue or select the **Cancel** to abort the operations.

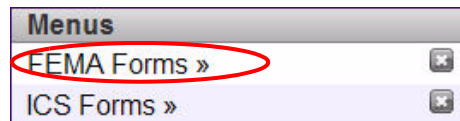
Deleting a FEMA Form Record

To delete a FEMA Form record, follow the steps below.

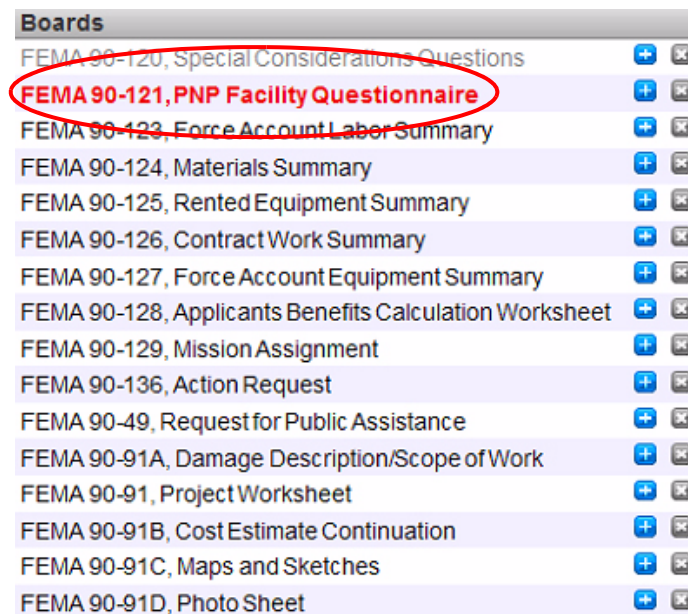
1. Select the *ICS/FEMA Forms* **menu** from the *Menus* section on the *Control Panel*.



2. Select the *FEMA Forms* **sub-menu**.



3. From the sub-menu window, select the FEMA form **board name** link.



Note: The name of the FEMA form link will be red to indicate that at least one record has been created.

- From the FEMA Form display view, select the **number** in the *Record No.* column of the record you want to delete. The latest record will be listed at the top.

FEMA 90-121 PNP Facility Questionnaire

Incident Setup Create New Form

Record No.	Date	Last Update	Details	Update
<u>3</u>		02/03/2010 13:45:25	Select	Update
1		02/03/2010 09:33:17	Select	Update

- From the *Update Record* window, select the **delete** button.

Update Record 3

Save Spell Check Cancel **Delete**

Report As WebEOC Administrator

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
PNP FACILITY QUESTIONNAIRE

O.M.B. No. 1660-0017
Expires October 31, 2008

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- Name of the PNP Organization: ESI
- Name of the damaged facility and location: Town Hall
- What is the primary purpose of the damaged facility? Meetings
- Is the facility a critical facility as define above? ☐ Yes ☒ No
- Who may use the facility? Government officials and public
- What fee, if any, is charged for the use of the facility? n/a
- Was the facility in use at the time of the disaster? ☐ Yes ☒ No
- Did the facility sustain damage as a direct result of the disaster? ☒ Yes ☐ No
- What type of assistance is being requested? funds to repair damage

- From the *Windows Internet Explorer* pop-up, select the **OK** button to continue or select the **Cancel** button to abort.

Windows Internet Explorer

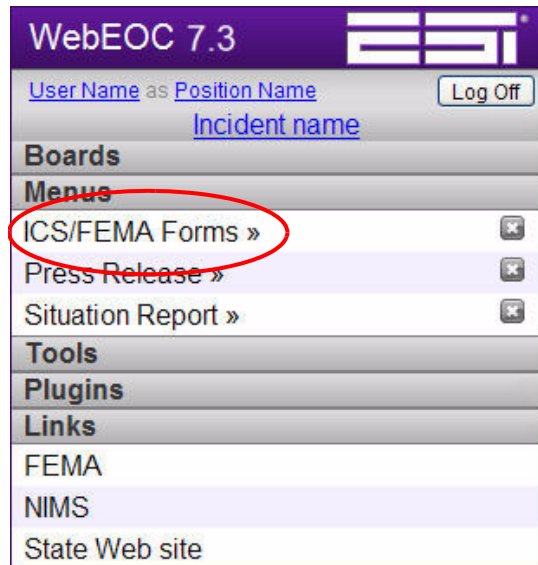
Delete this entry?

OK Cancel

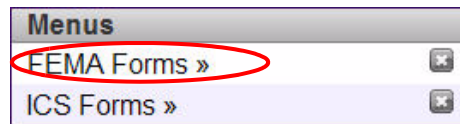
Printing a FEMA Form Record

To print a FEMA Form record, follow the steps below.

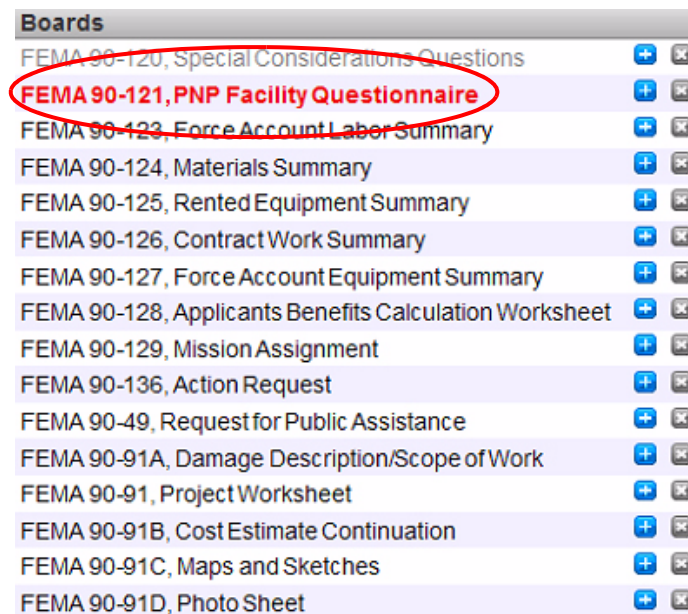
1. Select the *ICS/FEMA Forms* **menu** from the *Menus* section on the *Control Panel*.



2. Select the *FEMA Forms* **sub-menu**.



3. From the sub-menu window, select the FEMA form **board name** link.



Note: The name of the FEMA form link will be red to indicate that at least one record has been created.

- From the FEMA Form display view, select the **Select** button in the *Details* column of the record you want to print. The latest record will be listed at the top.

FEMA 90-121 PNP Facility Questionnaire

Incident Setup Create New Form

Record No.	Date	Last Update	Details	Update
<u>3</u>		02/03/2010 13:45:25	Select	Update
1		02/03/2010 09:33:17	Select	Update

- Select the **Print this page** or the **Print PDF** button. The *Print PDF* will display the FEMA record as a PDF in your browser window. You can then select the print icon on the tool bar.

Setup

Return to List
Print this page
Print PDF
Update Form

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
PNP FACILITY QUESTIONNAIRE

O.M.B. No. 1660-0017
Expires October 31, 2008

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- Name of the PNP Organization: ESI
- Name of the damaged facility and location: Town Hall
- What is the primary purpose of the damaged facility? Meetings
- Is the facility a critical facility as define above? No
- Who may use the facility? Government officials and public
- What fee, if any, is charged for the use of the facility? n/a
- Was the facility in use at the time of the disaster? No
- Did the facility sustain damage as a direct result of the disaster? Yes
- What type of assistance is being requested? funds to repair damage
- Does the PNP organization own the facility? No
- If "Yes," obtain proof of ownership, check here if attached.
- Does the PNP organization have legal responsibility to repair the facility? Yes
- If "Yes," provide proof of legal responsibility; check here if attached.
- Is the facility insured? No
- If "Yes," obtain a copy of the insurance policy; check here if attached.

Note: To update the FEMA form record or correct spelling errors before you print a copy, select the **Update Form** button to open up the record and make the necessary changes.

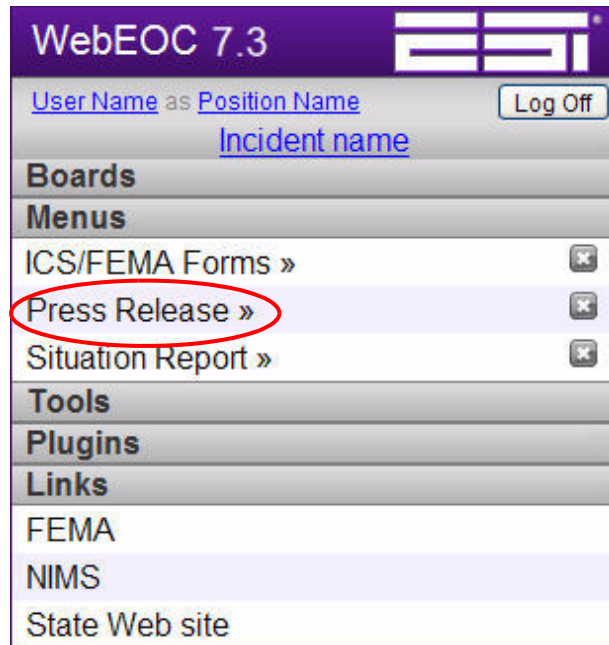
Press Release Menu

Your administrator can tailor WebEOC to fit your organization's own process for adding, reviewing and approving a press release record. This section will provide you basic instructions for using the boards that are available in the *Press Release Menu*.

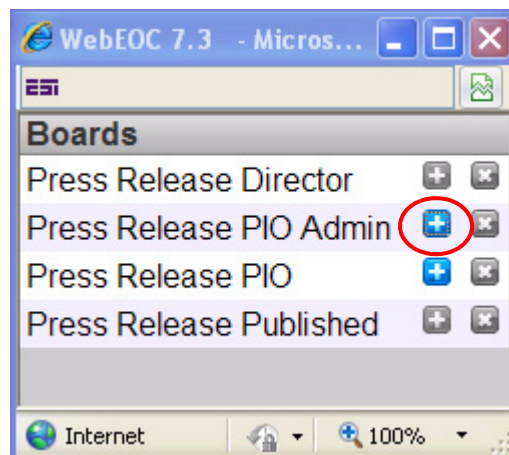
Adding a Press Release Record

To add a press release record, follow the steps below.

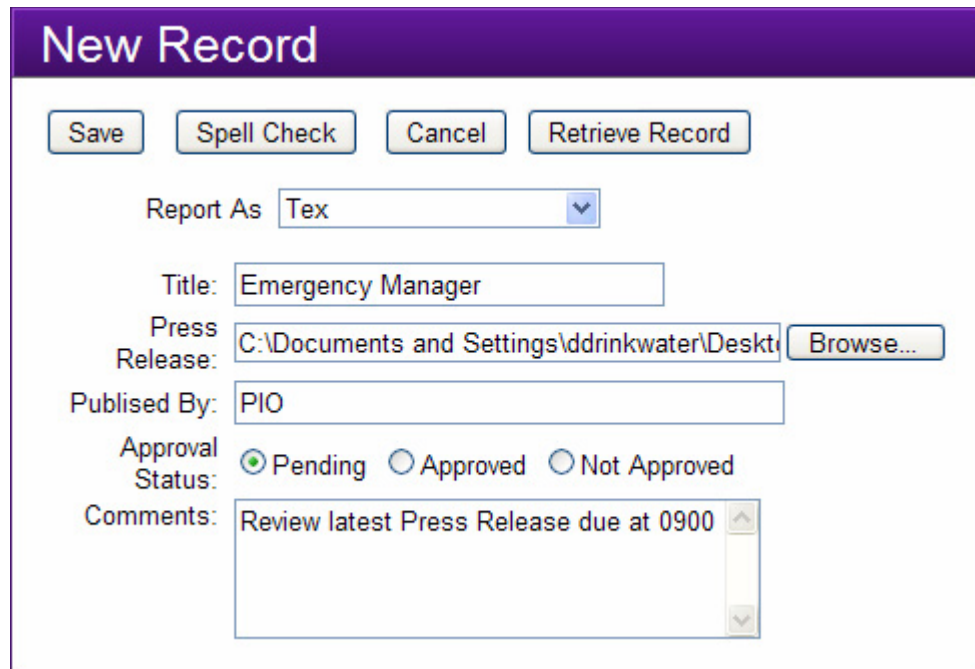
1. Select the **Press Release** menu from the *Menus* section on the *Control Panel*.



2. From the *Boards Menu* window, select the **input** button to the press release board you are adding a record.



3. From the *New Record* window, enter the information, and select the **Browse** button to add the press release document to the record.



4. Select the **Save** button or select the **Cancel** button to abort the operation.

Reviewing the Press Release

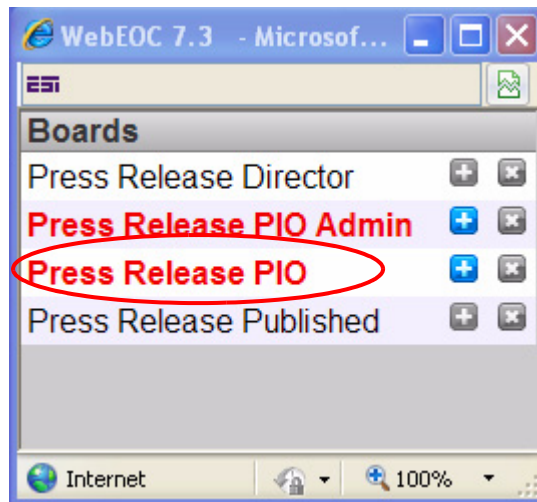
The review and approval process for press releases in WebEOC is setup by your administrator. These instructions follow a basic process showing the review and approval of a press release through the use of boards.

To review a Press Release, follow the steps below.

1. Select the *Press Release* **menu** from the *Menus* section on the *Control Panel*.



- From the *Boards Menu* window, select the **board name** to view the press release record.



- From the *Press Release* display view, select the **Attachment** link to review the press release.

Gulf Oil Spill					
Press Release					
Title	Date/Time	Approval Status	Comments	Press Release	Approval Status
Emergency Manager	07/23/2010 11:20:19	Pending	Review latest Press Release due at 0900	Attachment	Update

- Select the **Update** button to change the *Approval Status*.
- From the *Update Record* window, select the appropriate **Approval Status** radio button. (Pending, Approved, Not Approved).

Update Record 1

SaveSpell CheckCancel

Report As Tex

Title: Emergency Manager

Press Release: [Attachment](#)

Publisher: PIO

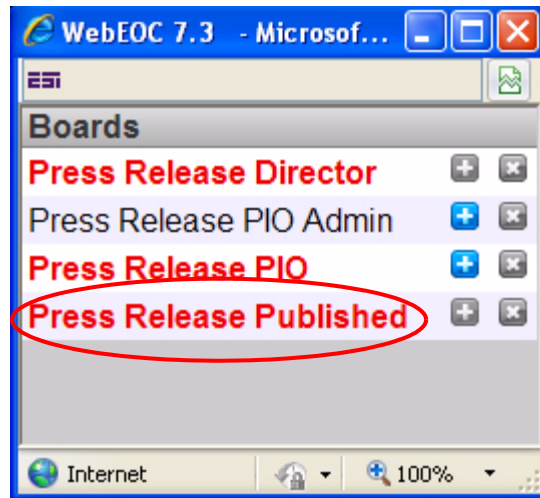
Approval Status: ☐ Pending ☒ Approved ☐ Not Approved

Comments:

Review latest Press Release due at 0900

When the press release record *Approval Status* is changed to *Approved*, the press release is posted to the *Press Release Published* board.

6. To review the approved press releases that have been published, select the **Press Release Published** board.



7. From the *Press Release* display window, select the **Attachment** to review the approved press release.

Gulf Oil Spill		
Press Release		
Title	Date/Time	Press Release
Emergency Manager	07/23/2010 12:14:20	Attachment

Situation Report Menu

Your administrator can tailor WebEOC to fit your organization's own process for adding, editing and publishing a Situation Report. This section will provide you basic instructions for using the boards that are available in the *Situation Report Menu*.

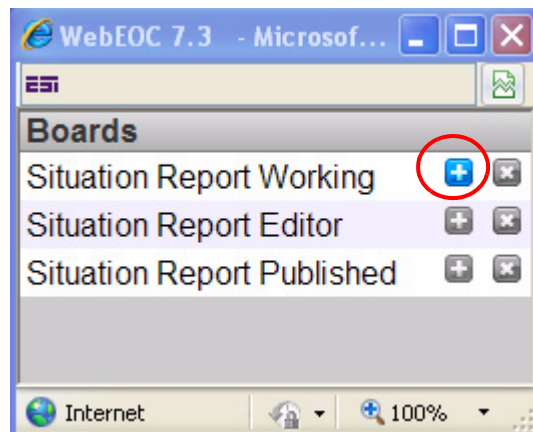
Adding a Situation Report Record

To add a situation report record, follow the steps below.

1. Select the **Situation Report** menu from the *Menus* section on the *Control Panel*.



2. From the *Boards Menu* window, select the **input** button to the situation report board you are adding a record.



3. Enter the information in the appropriate section of the *Working Situation Report*. Typically several individuals are responsible to complete the report.

Report As

Situation Report

Gulf Oil Spill

Save

Cancel

Spell Check

Working Situation Report

Send to Planning:

☒

From Date/Time:

To Date/Time:

Report Submitted by:

Incident/Event Type:

Situation Information:

4. Select the **checkbox** to *Send to Planning* for others to enter or review/update information. Select the **Save** button or select the **Cancel** button to abort the operation.

Editing and Publishing the Situation Report

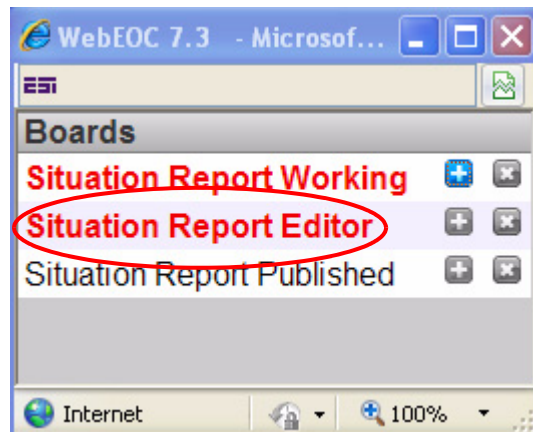
The edit and publish process for situation reports in WebEOC is setup by your administrator. These instructions follow a basic process showing the editing and publishing of a situation report through the use of boards.

To edit and update the situation report, follow the steps below.

1. Select the **Situation Report** menu from the *Menus* section on the *Control Panel*.



2. From the *Boards Menu* window, select **Situation Report Editor** board.



- From the *Situation Report* display, select the **Edit** button to make changes to the report.



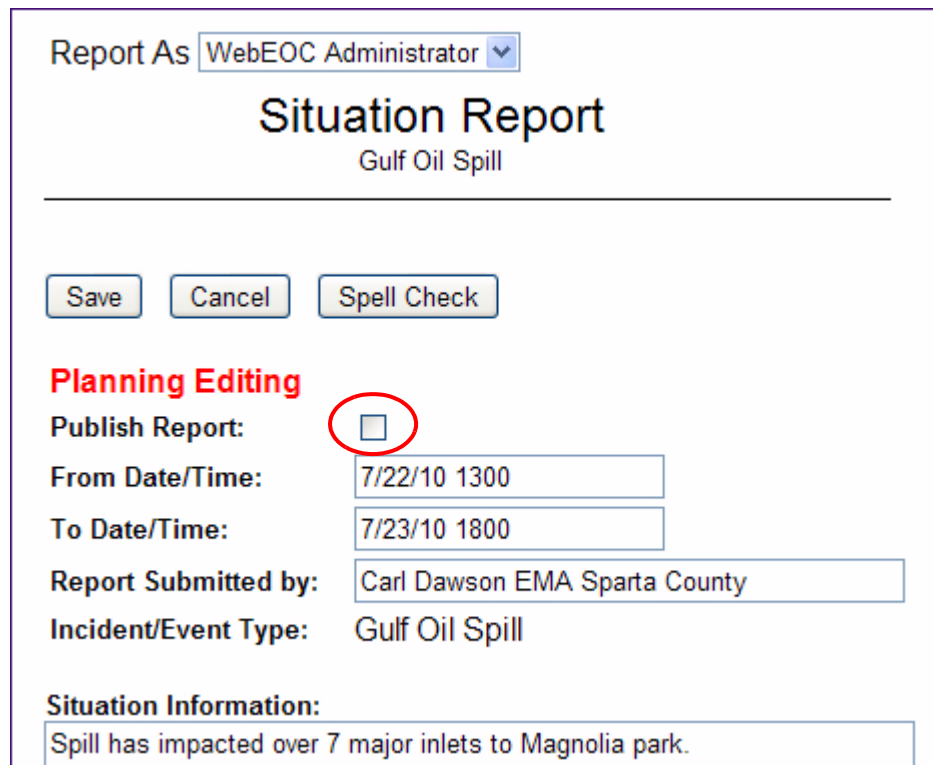
Situation Report
Gulf Oil Spill

Planning Editing - Review

From Date/Time: 7/22/10 1300
To Date/Time: 7/23/10 1800
Report Submitted by: Carl Dawson EMA Sparta County
Incident/Event Type: Gulf Oil Spill

Situation Information:
Spill has impacted over 7 major inlets to Magnolia park.

- Update and/or change the information to the report. Select the **checkbox** to *Publish Report* the completed report to the *Situation Report Published* board.



Report As

Situation Report
Gulf Oil Spill

Planning Editing

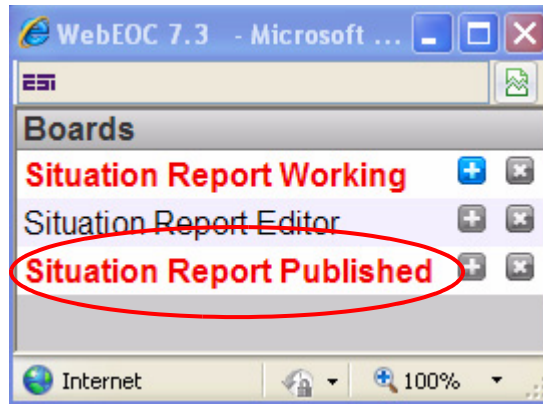
Publish Report: ☐

From Date/Time:
To Date/Time:
Report Submitted by:
Incident/Event Type:

Situation Information:

- Select the **Save** button or select the **Cancel** button to abort the operation.

- To review the published situation report, select the **Situation Report Published** board.

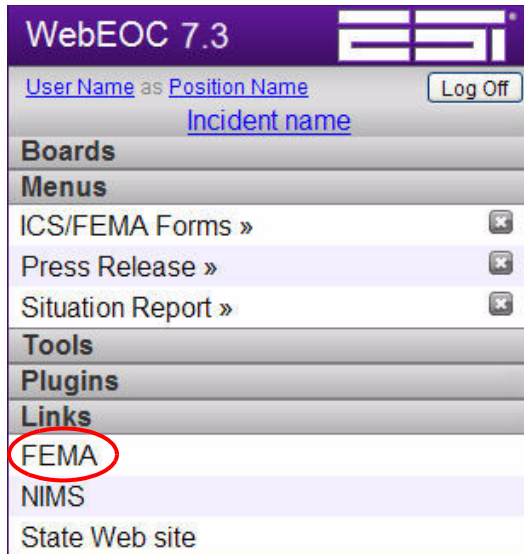


- From the *Situation Report* display view, select the **Select** button to view the completed report.

Gulf Oil Spill		
Situation Report		
Operational Period	Incident	View
7/22/10 1300 - 7/23/10 1800	Gulf Oil Spill	Select

Links

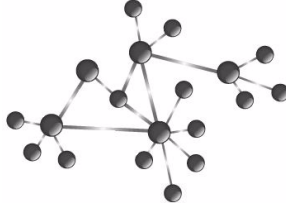
External Web sites can be accessed via the *Links* section on your *Control Panel*. A limitless number of links can be added. To access *Links*, select the **link name** in *Links* section on the *Control Panel*.



The Web site will open in a new window. The links available to you are determined by your administrator.



Chapter 5: Tools



Introduction

Tools are available to enhance your communications between your users and external contacts. When dealing with a crisis, it is helpful to have communication tools to manage event information and tools that allow you to track position tasks.

Chat, Checklists, Contacts, Messages, and Help are available in the *Tools* section of your *Control Panel*. You may also see the *Admin* link in your *Tools* section if your administrator has given you administrative privileges.

The tools available to you are determined by your WebEOC administrator.

The following topics will be covered in this chapter.

- *Chat*
- *Checklists*
- *Contacts*
- *Messages*
- *WebEOC Help*

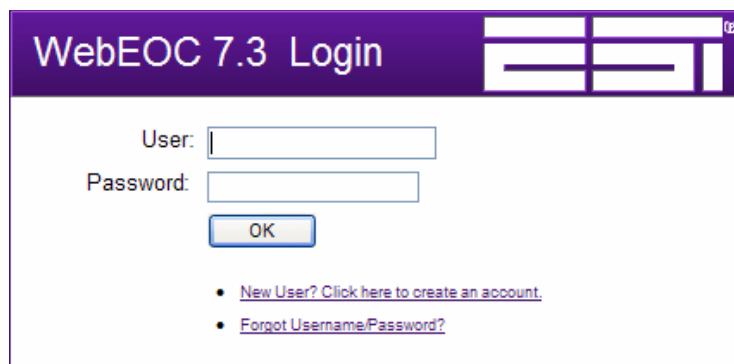
Chat

Chat allows WebEOC users to create chat rooms and conduct online conversations in real time. User permissions can be granted to edit chat rooms (creating and deleting) or can be limited to just participating (sending and receiving messages) in existing chat rooms.

Adding a Chat Room

To add a chat room, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.

The image shows the WebEOC 7.3 Login screen. It has a purple header with the text "WebEOC 7.3 Login" and a logo on the right. Below the header, there are two input fields: "User:" and "Password:". Below the "Password:" field is an "OK" button. At the bottom, there are two links: "New User? Click here to create an account." and "Forgot Username/Password?".

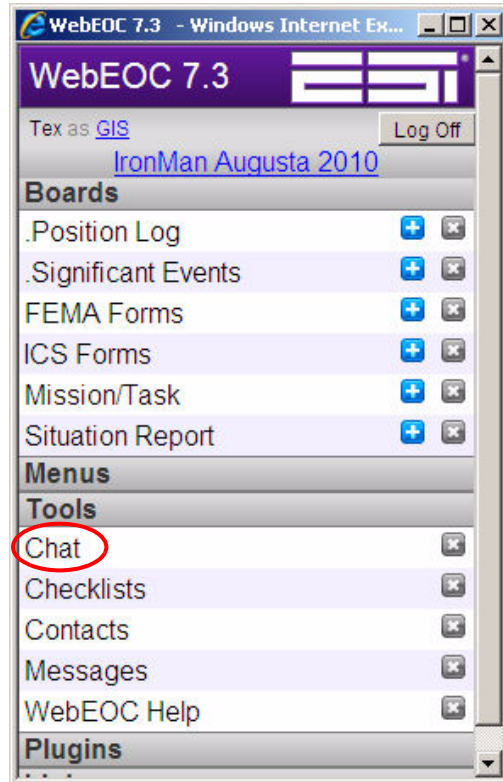
Note: The password is case sensitive.

3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

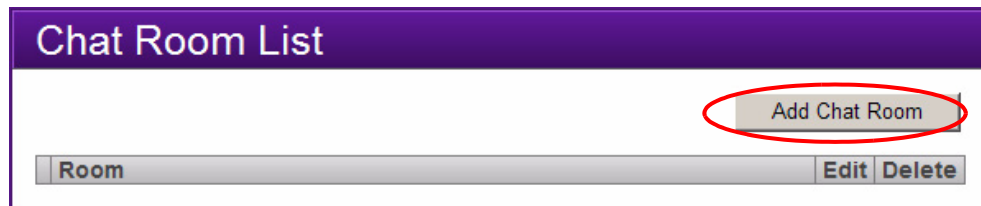
Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

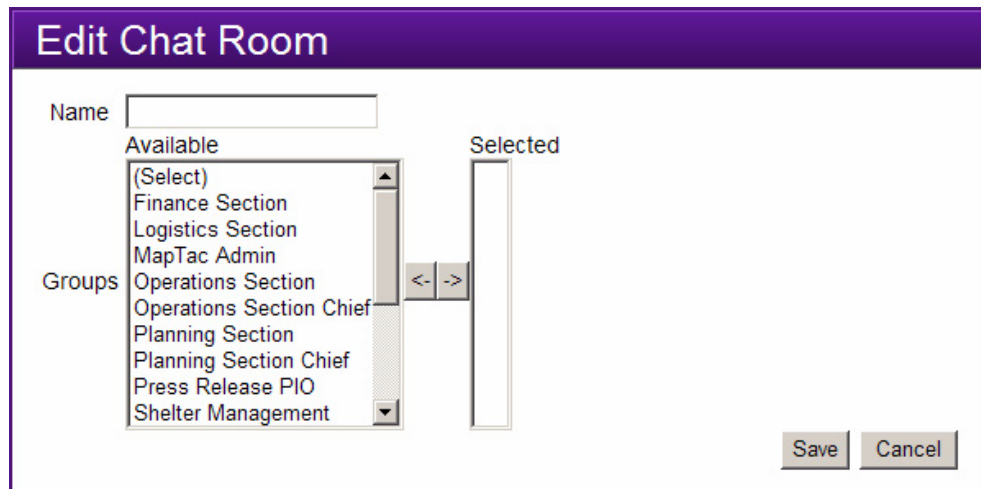
6. Select **Chat** from the *Tools* section on the *Control Panel*.



7. From the *Chat Room List* window, select the **Add Chat Room** button.



8. Enter a **name** in the *Name* text box.



9. Select the **group** of users that will have access to the chat room from the *Available* section, and select the **right arrow button** to move the group to the *Selected* section. Select multiple groups by holding down the *Ctrl* key.
10. Select the **Save** button to add the chat room, or select the **Cancel** button to abort the operation.

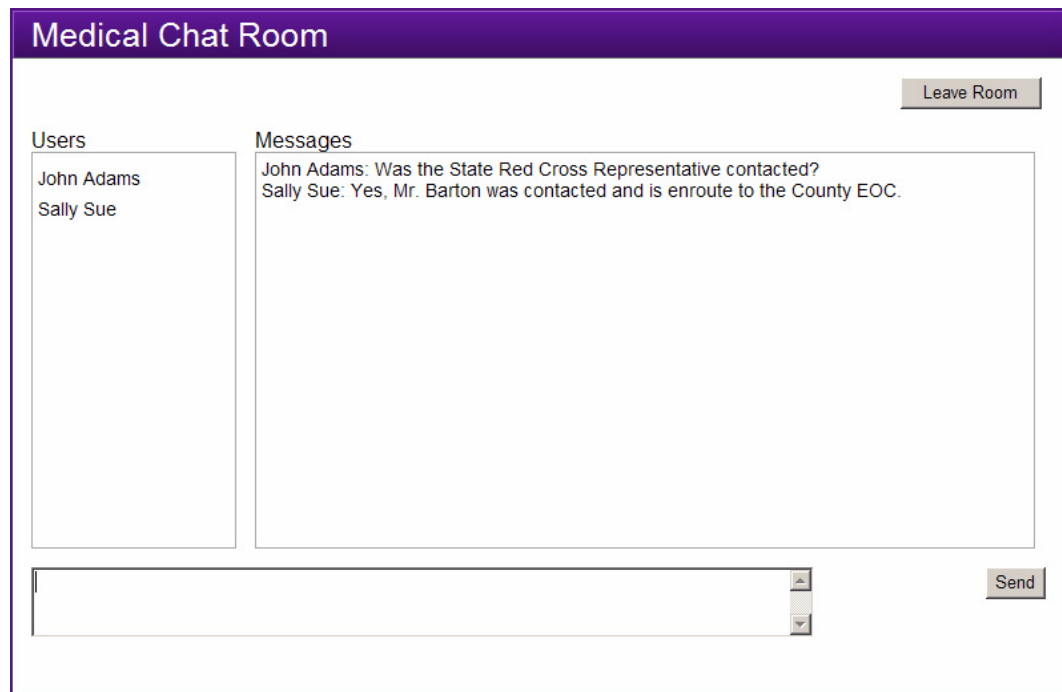
Using Chat

To use the chat plug-in, follow the steps below.

1. Select **Chat** from the *Tools* section on the *Control Panel*.
2. From the *Chat Room List* window, select the **name** of the *Chat Room*.



3. From the *Chat Room* window, enter your message in the **textbox**, and select the **Send** button. Your messages and other participant's messages will be posted in the *Messages* pane.

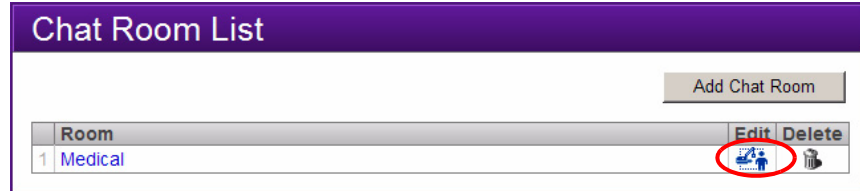


4. Select the **Leave Room** button to exit *Chat*. When you exit and re-enter the chat room the messages will be gone. If you remain in the chat room the messages and the replies from all the users will remain posted.

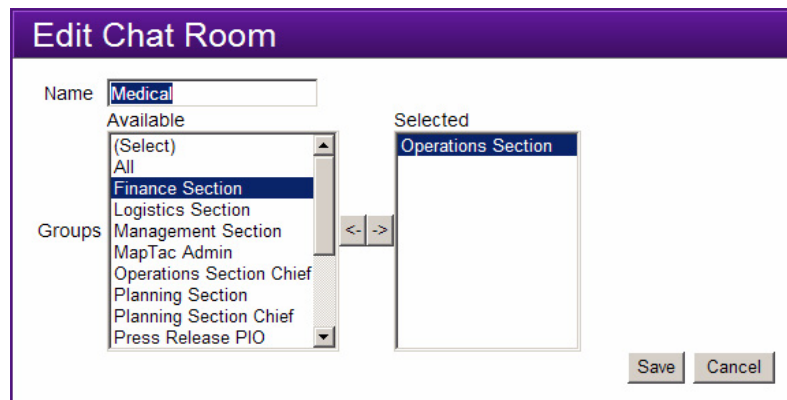
Editing a Chat Room

To edit a chat room, follow the steps below.

1. Select **Chat** from the *Tools* section on the *Control Panel*.
2. From the *Chat Room List* window, select the **Edit** icon.



3. In the *Edit Chat Room* window, change the **name** in the *Name* field. (optional)



4. From the *Available* section, select the **group** of users that will have access to the chat room. Select multiple groups by holding down the *Ctrl* key.
5. Select the **right arrow button** to move the group or groups to the *Assigned* section.
6. Select the **Save** button or select **Cancel** to abort the operation.

Deleting a Chat Room

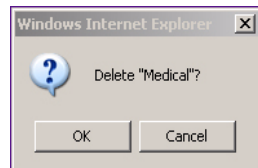
You can only delete a chat room if you are a WebEOC administrator or the have the proper permissions (view/edit permissions) to the *Chat* plug-in.

To delete a chat room, follow the steps below.

1. Select **Chat** from the *Tools* section on the *Control Panel*.
2. From the *Chat Room List* window, select the **Delete** icon.



3. Select the **OK** button to delete the chat room, or select the **Cancel** button to abort the operation.



Checklists

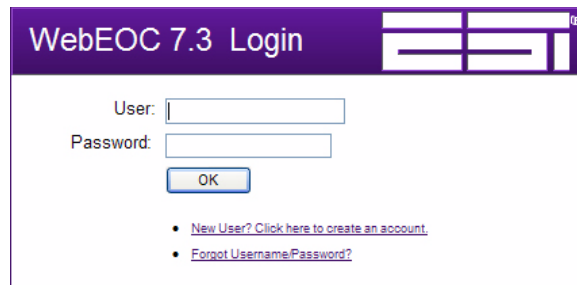
The *Checklists* plug-in allows your organization to automate procedures and checklists. Steps in a checklist can be identified as a main numbered step, or a sub-step marked with a letter/number, that can be checked off with different statuses: Open, Complete, Previously Accomplished, or Not Applicable. If this functionality is not desired, steps can simply be marked as Completed. Users can add remarks to any step and have the option of viewing or hiding the remarks. *Checklists* are incident specific. This means a checklist (e.g., Bomb Threat) used in one incident can also be used simultaneously and independently in other incidents, but information associated with each incident is stored with the associated incident when archived.

Administrators can create checklists and assign a due time for a step. When a step has not been completed and the due time is exceeded, the status indicator field for the step or sub-step turns red. The due time is based on the time entered in the checklist by the administrator when an incident is created. For example, if a new incident is created by the administrator at 11:30, then a task due in 30 minutes will show overdue at 12:01 for that incident.

Accessing Checklists

To access *Checklists*, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.



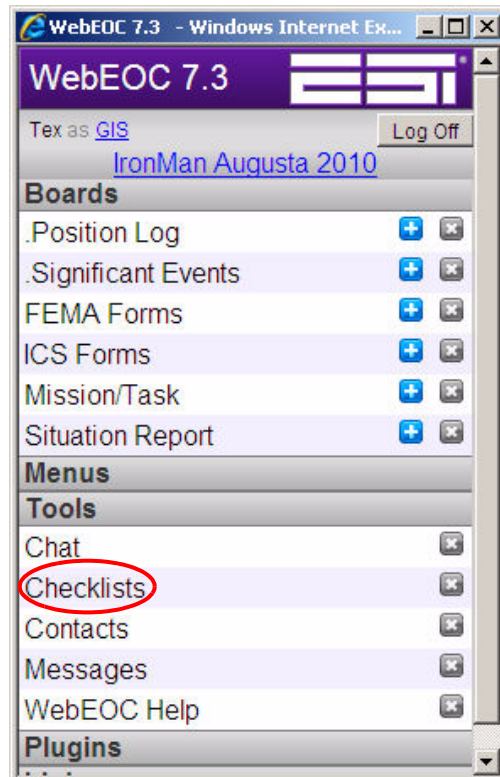
Note: The password is case sensitive.

3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

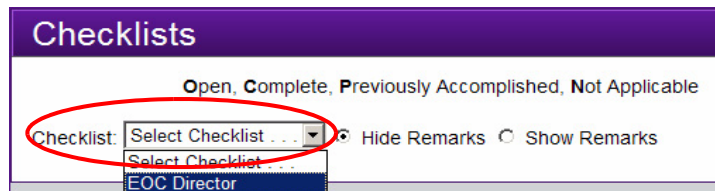
Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

6. Select **Checklists** in the *Tools* section on the *Control Panel*.



7. From the *Checklists* window, select the **drop-down** list for the checklist you need.



Note: If you are logged in to a specific incident, the checklists applicable to that incident will appear. If you are logged into a master view, an *Incident* drop-down list will appear. The incident selected from the drop-down list determines the incident with which the checklist data will be archived.

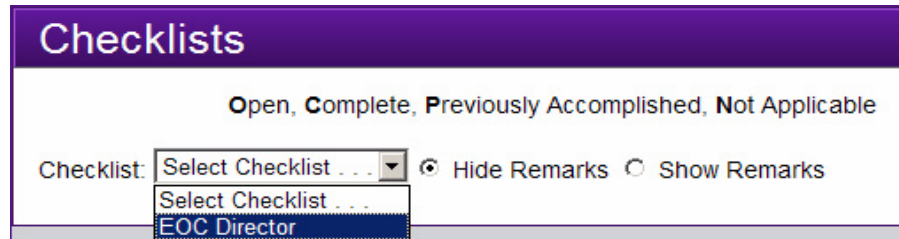
A screenshot of the 'Checklists' window with the 'EOC Director' checklist selected. The header 'Checklists' is at the top. Below it, the status bar shows 'Open, Complete, Previously Accomplished, Not Applicable'. The 'Checklist:' drop-down now shows 'EOC Director'. To the right are radio buttons for 'Hide Remarks' (selected) and 'Show Remarks'. The main area lists five checklist items, each with a checkbox and a sub-list of questions: 1. Conduct turnover briefing with EDO (checkbox), a. Hazardous Materials? What kind? (checkbox), b. Security threat? Possible terrorist? (checkbox), c. Command established at scene? Agency in charge? (checkbox), d. Protective actions taken? (checkbox), e. Casualties-how many? (checkbox); 2. Declare EOC activated (checkbox), a. Minimum operational requirements (checkbox), b. Minimum staffing requirements (checkbox); 3. Submit Situation Reports to Emergency Director (checkbox); 4. Conduct staff briefings (checkbox); 5. Coordinate situation briefings to HQ (checkbox).

Setting the Status for Steps

There are several options available to show the status of a step or a sub-step in your checklist. This section will explain how to use the available status options and explain the relationship of the sub-steps to steps.

To set the status of a step or a sub-step, follow the steps below.

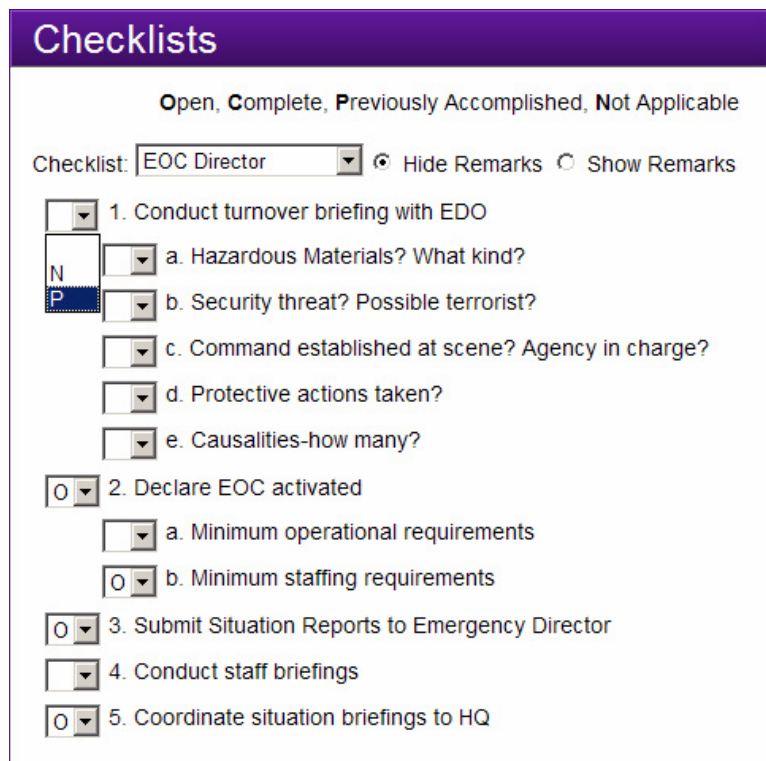
1. Select **Checklists** in the *Tools* section on the *Control Panel*.
2. From the *Checklists* window, select the **drop-down** list for the checklist you need.



The screenshot shows the 'Checklists' window with a purple header. Below the header, the status options 'Open, Complete, Previously Accomplished, Not Applicable' are displayed. A 'Checklist:' label is followed by a dropdown menu that is open, showing 'Select Checklist . . .', 'EOC Director', and 'EOC Director'. To the right of the dropdown are two radio buttons: 'Hide Remarks' (selected) and 'Show Remarks'.

Note: If you are logged in to a specific incident, the checklists applicable to that incident will appear. If you are logged into a master view, an *Incident* drop-down list will appear. The incident selected from the drop-down list determines the incident with which the checklist data will be archived.

3. From the *Checklists* window, select the **drop-down** list for the step, and select one of following options.
 - a. **Blank:** Not started
 - b. **C:** Complete
 - c. **N:** Not Applicable
 - d. **O:** Open
 - e. **P:** Previously Accomplished



The screenshot shows the 'Checklists' window with the 'EOC Director' checklist selected in the dropdown. The status options are 'Open, Complete, Previously Accomplished, Not Applicable'. The checklist items are listed with status dropdowns:

- 1. Conduct turnover briefing with EDO
 - a. Hazardous Materials? What kind? (Status: N)
 - b. Security threat? Possible terrorist? (Status: P)
 - c. Command established at scene? Agency in charge? (Status:)
 - d. Protective actions taken? (Status:)
 - e. Casualties-how many? (Status:)
- 2. Declare EOC activated (Status: O)
 - a. Minimum operational requirements (Status:)
 - b. Minimum staffing requirements (Status: O)
- 3. Submit Situation Reports to Emergency Director (Status: O)
- 4. Conduct staff briefings (Status:)
- 5. Coordinate situation briefings to HQ (Status: O)

Blank Status

A step status set to *Blank* will set the status for all its sub-steps to *Blank*.

Checklists

Open, Complete, Previously Accomplished, Not Applicable

Checklist: EOC Director ☒ Hide Remarks ☐ Show Remarks

1. Conduct turnover briefing with EDO

N

P

a. Hazardous Materials? What kind?

b. Security threat? Possible terrorist?

c. Command established at scene? Agency in charge?

Not Applicable Status

A step status set to **N** will set the status for all its sub-steps to not applicable. Conversely, if all sub-steps are set to **N** the step status will automatically be set to **N** as well.

Checklists

Open, Complete, **Previously Accomplished**, Not Applicable

Checklist: EOC Director ☒ Hide Remarks ☐ Show Remarks

N

1. Conduct turnover briefing with EDO

N

P

N

a. Hazardous Materials? What kind?

N

b. Security threat? Possible terrorist?

N

c. Command established at scene? Agency in charge?

N

d. Protective actions taken?

N

e. Casualties-how many?

Previously Accomplished

A step status set to **P** will set the status of all its sub-steps to previously accomplished. Conversely, if all sub-steps are set to **P** the step status will automatically be set to **P**.

Checklists

Open, Complete, **Previously Accomplished**, Not Applicable

Checklist: EOC Director ☒ Hide Remarks ☐ Show Remarks

P

1. Conduct turnover briefing with EDO

N

P

P

a. Hazardous Materials? What kind?

P

b. Security threat? Possible terrorist?

P

c. Command established at scene? Agency in charge?

P

d. Protective actions taken?

P

e. Casualties-how many?

Complete

A step is complete when the status for each sub-step is set to either a **C** (Complete), a **N** (Not Applicable), or a **P** (Previously Accomplished). You cannot select either a **C** or an **O** for a step that has any sub-step that is open or blank.

Checklists

Open, Complete, Previously Accomplished, Not Applicable

Checklist: EOC Director ☒ Hide Remarks ☐ Show Remarks

C 1. Conduct turnover briefing with EDO

C a. Hazardous Materials? What kind?

N b. Security threat? Possible terrorist?

P c. Command established at scene? Agency in charge?

N d. Protective actions taken?

P e. Casualties-how many?

Open

Any sub-task with a status of **C**, **O**, **N**, or **P** will set the primary task status to **O**. If all sub-tasks are set to blank, such as when first starting a checklist, then the primary task will also be set to blank.

Time Expired

Steps may have a due time associated with them. The time is based on the Incident date/time. If a step is Blank or Open (in-progress) and the time for completion (due time) has been exceeded, the background color of the status field will display in red.

The expiration status for the step will change to **C**, when all the sub-steps are set to either a **C**, **N**, or **P**.

Checklists

Open, Complete, Previously Accomplished, Not Applicable

Checklist: EOC Director ☒ Hide Remarks ☐ Show Remarks

O 1. Conduct turnover briefing with EDO

O a. Hazardous Materials? What kind?

N b. Security threat? Possible terrorist?

C c. Command established at scene? Agency in charge?

C d. Protective actions taken?

C e. Casualties-how many?

O 2. Declare EOC activated

a. Minimum operational requirements

O b. Minimum staffing requirements

O 3. Submit Situation Reports to Emergency Director

4. Conduct staff briefings

O 5. Coordinate situation briefings to HQ

Adding or Editing Remarks

To add or edit a remark to any step or sub-step in a checklist, follow the steps below.

1. Select the **step** or **sub-step** to open a textbox to add or edit a remark. When adding or editing remarks only one textbox can be open at a time.

The screenshot shows a web application window titled "Checklists". At the top, there is a status bar with the text "Open, Complete, Previously Accomplished, Not Applicable". Below this, a "Checklist:" dropdown menu is set to "EOC Director". To the right of the dropdown are two radio buttons: "Hide Remarks" (which is selected) and "Show Remarks". The main area of the window contains a list of checklist items, each with a status dropdown and a description:

- Item 1: "1. Conduct turnover briefing with EDO". Its status dropdown is set to "C" (Complete). Below it is sub-item "a. Hazardous Materials? Type? Amount?". This sub-item's status dropdown is also set to "C". A text input box is open for this sub-item, containing the text: "Tanker truck fully loaded with Anhydrous Ammonia overturned. Main valve damaged, release is confirmed, amount of release is unconfirmed, potential is 40,000 lbs." Below the text box is a "Save" button and a red text warning: "Maximum length is 3000 characters."
- Item 2: "2. Declare EOC activated". Its status dropdown is set to "O" (Open). Below it are sub-items "a. Minimum operational requirements" and "b. Minimum staffing requirements", both with status dropdowns set to "O".
- Item 3: "3. Submit Situation Reports to Emergency Director". Its status dropdown is set to "O".
- Item 4: "4. Conduct staff briefings". Its status dropdown is set to "O".
- Item 5: "5. Coordinate situation briefings to HQ". Its status dropdown is set to "O".

2. Enter **remarks** in the textbox. You can edit previously saved entries. The maximum length is 3000 characters.
3. Select the **Save** button. This will also close the textbox for the step.

4. Select the **radio** button for *Show Remarks*. Remarks for all the steps and sub-steps will be shown in blue.

Checklists

Open, Complete, Previously Accomplished, Not Applicable

Checklist: EOC Director ☐ Hide Remarks ☒ Show Remarks

☒ 1. Conduct turnover briefing with EDO ---

☒ a. Hazardous Materials? Type? Amount? ---Tanker truck fully loaded with Anhydrous Ammonia overturned. Main valve damaged, release is confirmed, amount of release is unconfirmed, potential is 40,000 lbs.

☒ b. Security threat? Possible terrorist? ---Confirmed by onscene investigators no evidence of a terrorist act.

☒ c. Command established at scene? Agency in charge? ---Local County Hazmat Fire Dept Chief has established command.

☒ d. Protective actions taken? ---An immediate 360 evacuation zone of 500 meters has been established. Perimeter barricades manned by Local county and State Hwy Patrol

☒ e. Casualties-how many? ---The driver of the tanker truck and two occupants of vehicle involved in accident are the only casualties. All three reported in critical condition and enroute to MCG.

☐ 2. Declare EOC activated ---

☐ a. Minimum operational requirements ---

☐ b. Minimum staffing requirements ---

☐ 3. Submit Situation Reports to Emergency Director ---

☐ 4. Conduct staff briefings ---

☐ 5. Coordinate situation briefings to HQ ---

5. To edit a remark for a step, select the **remark**. A textbox for the remark will open.

Checklists

Open, Complete, **Previously Accomplished**, Not Applicable

Checklist: EOC Director ☐ Hide Remarks ☒ Show Remarks

☒ 1. Conduct turnover briefing with EDO ---

☒ a. Hazardous Materials? Type? Amount? ---Tanker truck fully loaded with Anhydrous Ammonia overturned. Main valve damaged, release is confirmed, amount of release is unconfirmed, potential is 40,000 lbs.

☒ b. Security threat? Possible terrorist? ---Confirmed by onscene investigators no evidence of a terrorist act.

☒ c. Command established at scene? Agency in charge? ---Local County Hazmat Fire Dept Chief has established command.

☒ d. Protective actions taken? ---An immediate 360 evacuation zone of 500 meters has been established. Perimeter barricades manned by Local county and State Hwy Patrol

An immediate 360 evacuation zone of 500 meters has been established. Perimeter barricades manned by Local county and State Hwy Patrol

Maximum length is 3000 characters.

☒ e. Casualties-how many? ---The driver of the tanker truck and two occupants of vehicle involved in accident are the only casualties. All three reported in critical condition and enroute to MCG.

☐ 2. Declare EOC activated ---

☐ a. Minimum operational requirements ---

☐ b. Minimum staffing requirements ---

☐ 3. Submit Situation Reports to Emergency Director ---

☐ 4. Conduct staff briefings ---

☐ 5. Coordinate situation briefings to HQ ---

6. Enter the **changes** for the remark in the textbox.
7. Select the **Save** button. The textbox will close.

Contacts

Contacts allows you to maintain a notification directory of detailed contact information that can be added and updated. Information recorded for each contact includes: agency (or person) name; telephone, mobile, and pager numbers; physical and e-mail addresses; special notes or comments for the contact; and more.

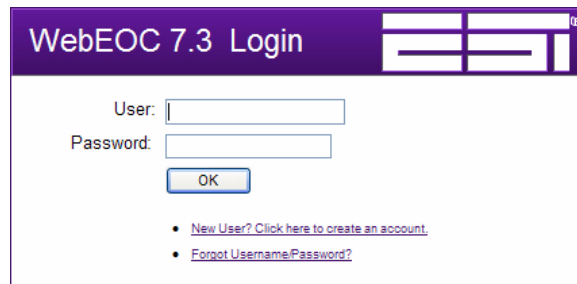
The level of permission granted by an administrator in conjunction with the access privileges allowed by the creator of the contact, will determine the view and/or edit privileges you will have. If you have been granted full access privileges through your group permissions, you will be able to see and edit all contacts. If you have been granted restricted permissions, you will be able to add a contact, edit contacts you created, and view contacts that have been set to *Do not hide from restricted users*.

If you have questions about the permissions available to you in the *Contacts* plug-in, contact your WebEOC administrator.

Adding Contacts

To add contacts, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.

The image shows the WebEOC 7.3 Login screen. It has a purple header with the text "WebEOC 7.3 Login" and a logo on the right. Below the header, there are two input fields: "User:" and "Password:". Below the "Password:" field is an "OK" button. At the bottom, there are two links: "New User? Click here to create an account." and "Forgot Username/Password?".

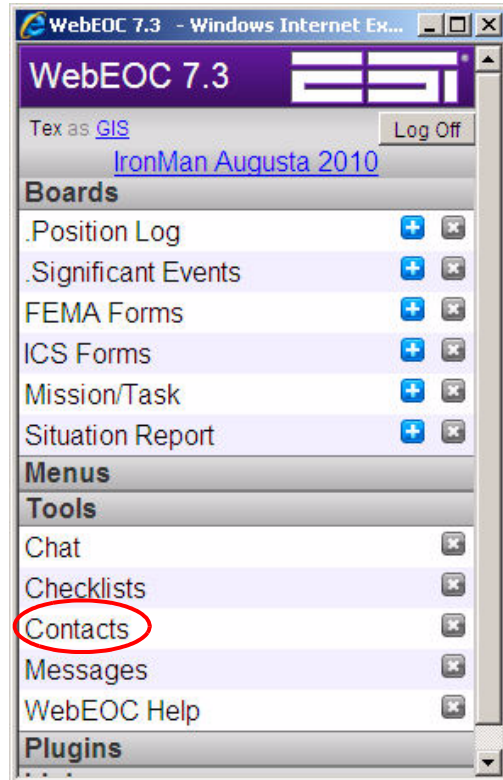
Note: The password is case sensitive.

3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

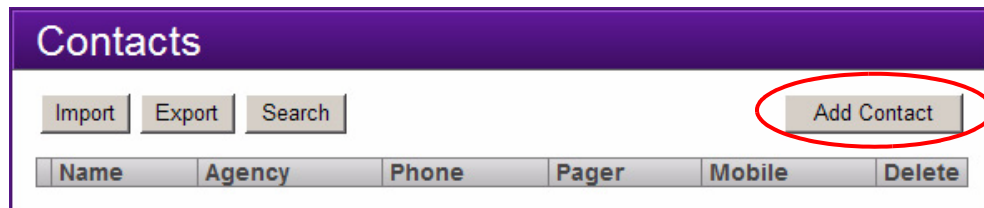
5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

6. Select **Contacts** from the *Tools* section on the *Control Panel*.



Note: Users who do not have edit privileges for *Contacts* will not be able to perform this operation.

7. From the *Contacts* window, select the **Add Contact** button.



8. In the *Add Contact* window, complete the fields as applicable.

Add Contact

Name and Information:
Last: First: Middle:
Agency: Title:
Department:
Address:
Address:
Address:
City: State: Zip Code:
Email 1: Email 2: Email 3:
Notes:

Phone Numbers:
Business 1: Business 2: Home:
Pager: Fax: Other:
Service/Carrier:
Business Cell: Personal Cell: Satellite Phone:

Access Level:
☐ Hide from restricted users.
☒ Do not hide from restricted users.

9. In the Access Level section, select the appropriate **radio button**. *Hide from restricted users* will not display the contact in the *Contacts* window for users assigned “restricted” permissions by the administrator. *Do not hide from restricted users* allows the contact to be viewed in the *Contacts* window but not edited by users with restricted permissions.
10. Select the **Save** button or select the **Cancel** button to abort the operation.

Editing Contacts

Users who do not have edit privileges for the *Contact* tool will not be able to perform this operation.

To edit contacts, follow the steps below.

1. Select **Contacts** from the *Tools* section on the *Control Panel*.
2. From the *Contacts* window, select the **name** of the contact that you want to edit.

Contacts						
Import Export Search			Add Contact			
	Name	Agency	Phone	Pager	Mobile	Delete
	Ball, Stephen	NOAA			750-330-2288	
2	Beard, Sam	CIA			662-511-4457	
3	Bradley, Tom	EMA			852-661-5801	
4	Candy, Rebecca	FEMA			811-957-7773	
5	Cranford, Kyle	DHS			894-661-4409	
6	Daniels, Marge	NASA			802-677-2001	
7	Dolby, Charles	FEMA			855-923-5527	
8	Franks, Don	CIA			866-874-0053	
9	Friedman, Cynthia	DHS			830-100-1200	
10	Fuller, John	FEMA			763-903-0088	
11	Gordon, Allen	EMA			842-777-6409	
12	Kendal, Eric	FEMA			801-256-9256	
13	Maggot, Ted	DHS			578-880-3364	
14	Richards, Mark	FEMA			654-570-4659	

3. In the *Edit Contact* window make your changes.

Edit Contact

Name and Information:

Last: First: Middle:

Agency: Title:

Department:

Address:

Address:

Address:

City: State: Zip Code:

Email 1: Email 2: Email 3:

Notes:

Phone Numbers:

Business 1: Business 2: Home:

Pager: Fax: Other:

Service/Carrier:

Business Cell: Personal Cell: Satellite Phone:

Access Level

☐ Hide from restricted users.

☒ Do not hide from restricted users.

4. Select the **Save** button to save your changes, or select the **Cancel** button to abort the operation.

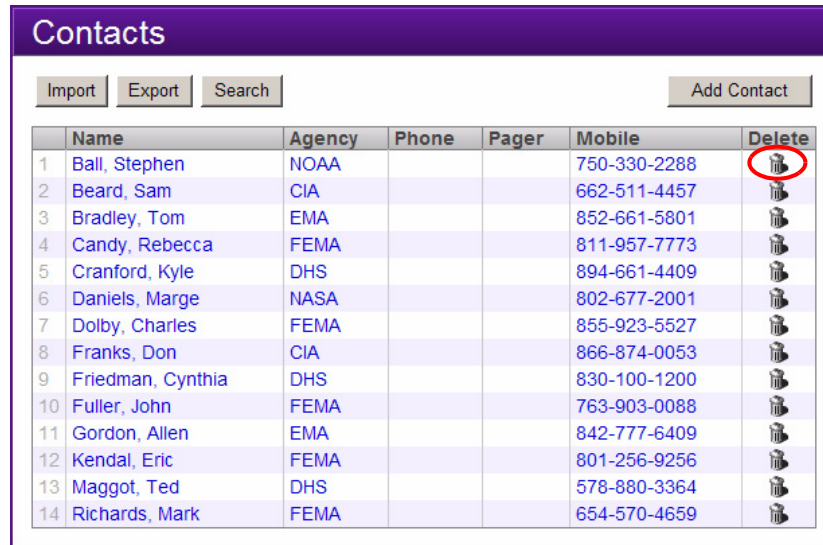
Deleting Contacts

To delete a contact, follow the steps below.

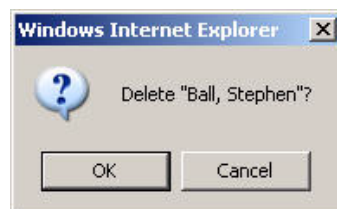
1. Select **Contacts** from the *Tools* section on the *Control Panel*.

Note: Users who do not have edit privileges for the contact will not be able to perform this operation.

2. In the *Contacts* window, select the **Delete** icon of the contact that you want to delete.



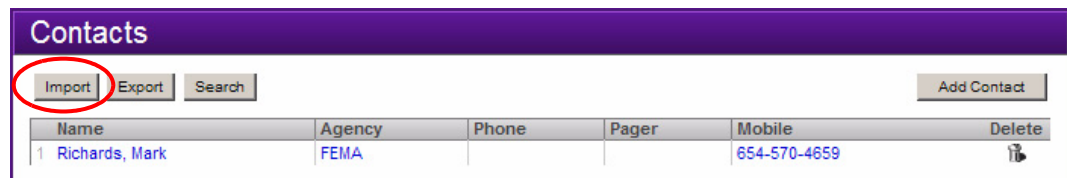
3. Select the **OK** button to delete the contact, or select the **Cancel** button to abort the operation.



Importing Contacts

To import contacts from an external file to *Contacts*, follow the steps below.

1. Select **Contacts** from the *Tools* section on the *Control Panel*.
2. From the *Contacts* window, select the **Import** button.



- From the *Import Contacts* window, double-click the **fields** you want to import. This will move the data field from the *Available* section to the *Selected* section.

Import Contacts

Select fields to Import

Available		Selected
Middle Name	< >	Last Name
Title		First Name
Department	<< >>	Agency
Address		Email 1
Address 2		Mobile
Address 3		
City		
State		
Zipcode		
Notes		

File Format

☒ Comma Separated
☐ Tab Separated

File

Note: The *Selected* fields must be in the same order as the data you are importing. If the order of the *Selected* fields is not the same or if a field is missing, data may import in the wrong fields.

- Select either the **Comma Separated** or the **Tab Separated** radio button for the *File Format*.
- In the *File* field, select the **Browse** button, and locate the file you want to import.

Import Contacts

Select fields to Import

Available		Selected
Middle Name	< >	Last Name
Title		First Name
Department	<< >>	Agency
Address		Email 1
Address 2		Mobile
Address 3		
City		
State		
Zipcode		
Notes		

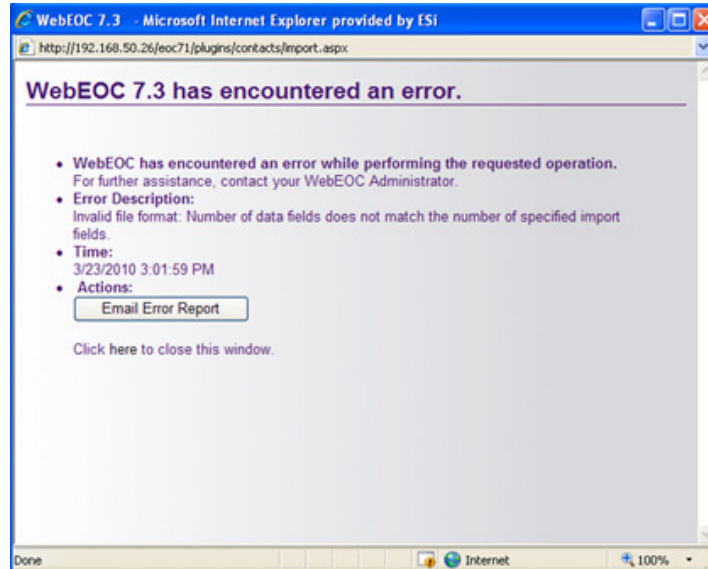
File Format

☒ Comma Separated
☐ Tab Separated

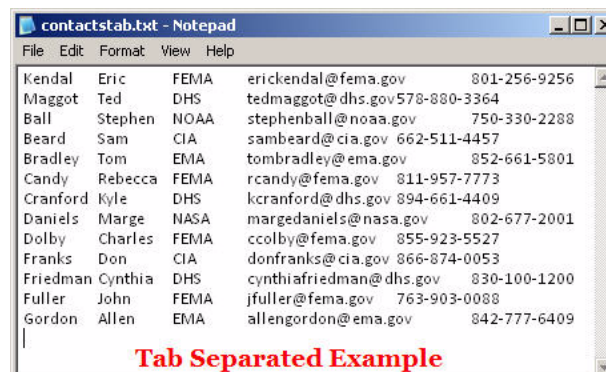
File C:\Documents and Settings\...

- Select the **Import** button to import your contacts.

Note: If you receive the following error message, check the number of data fields and the format of the file you are attempting to import. The number of fields must match, and the file must be in CSV format.



Shown are examples of a comma separated and a tab separated text document both done in Notepad.



From the *Contacts* window, you can review the list of contacts you imported.

Contacts						
Import		Export	Search	Add Contact		
	Name	Agency	Phone	Pager	Mobile	Delete
1	Ball, Stephen	NOAA			750-330-2288	
2	Beard, Sam	CIA			662-511-4457	
3	Bradley, Tom	EMA			852-661-5801	
4	Candy, Rebecca	FEMA			811-957-7773	
5	Cranford, Kyle	DHS			894-661-4409	
6	Daniels, Marge	NASA			802-677-2001	
7	Dolby, Charles	FEMA			855-923-5527	
8	Franks, Don	CIA			866-874-0053	
9	Friedman, Cynthia	DHS			830-100-1200	
10	Fuller, John	FEMA			763-903-0088	
11	Gordon, Allen	EMA			842-777-6409	
12	Kendal, Eric	FEMA			801-256-9256	
13	Maggot, Ted	DHS			578-880-3364	
14	Richards, Mark	FEMA			654-570-4659	

Exporting Contacts

To export contacts from WebEOC to an external file, follow the steps below.

1. Select **Contacts** from the *Tools* section on the *Control Panel*.
2. From the *Contacts* window, select the **Export** button.

Contacts						
Import		Export	Search	Add Contact		
	Name	Agency	Phone	Pager	Mobile	Delete
1	Ball, Stephen	NOAA			750-330-2288	
2	Beard, Sam	CIA			662-511-4457	
3	Bradley, Tom	EMA			852-661-5801	
4	Candy, Rebecca	FEMA			811-957-7773	
5	Cranford, Kyle	DHS			894-661-4409	
6	Daniels, Marge	NASA			802-677-2001	
7	Dolby, Charles	FEMA			855-923-5527	
8	Franks, Don	CIA			866-874-0053	
9	Friedman, Cynthia	DHS			830-100-1200	
10	Fuller, John	FEMA			763-903-0088	
11	Gordon, Allen	EMA			842-777-6409	
12	Kendal, Eric	FEMA			801-256-9256	
13	Maggot, Ted	DHS			578-880-3364	
14	Richards, Mark	FEMA			654-570-4659	

3. From the *Export Contacts* window select the **radio button** of the file type that you want to export.

Export Contacts	
Select the file type.	
☒ Comma Separated	
☐ Tab Separated	
Export	Back

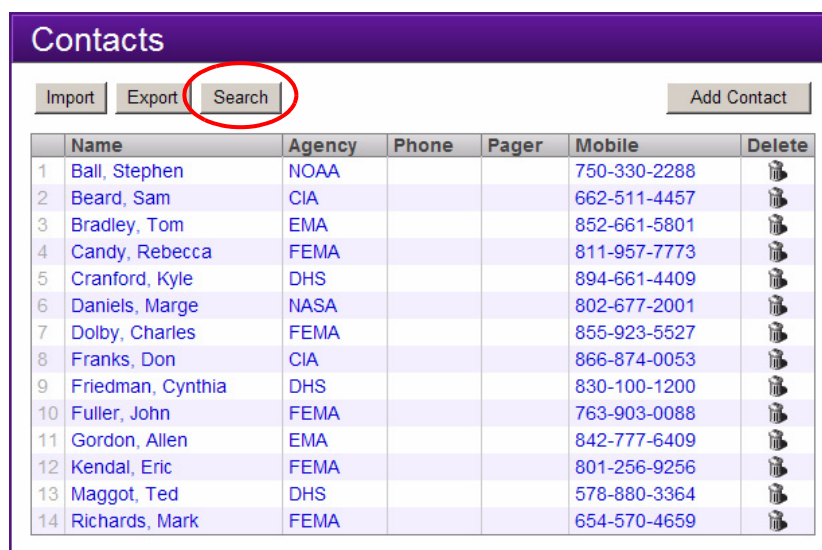
4. Select the **Export** button to download *Contacts*, or select the **Back** button to abort the operation.
5. Select the **Save** button to save the *Contacts* file to your computer, or select the **Cancel** button to abort the operation.

After the export is complete, open the file you downloaded to verify that the export operation was successful.

Searching for a Contact

To search for a specific contact or group of contacts, follow the steps below.

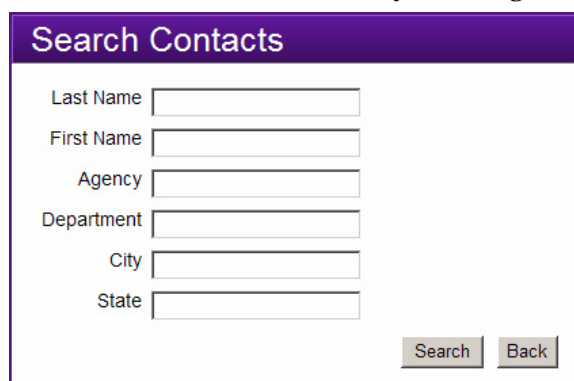
1. Select **Contacts** from the *Tools* section on the *Control Panel*.
2. From the *Contacts* window, select the **Search** button.



The screenshot shows the 'Contacts' window with a purple header. Below the header are buttons for 'Import', 'Export', 'Search' (circled in red), and 'Add Contact'. A table lists 14 contacts with columns for Name, Agency, Phone, Pager, Mobile, and Delete. The contacts are numbered 1 through 14.

	Name	Agency	Phone	Pager	Mobile	Delete
1	Ball, Stephen	NOAA			750-330-2288	
2	Beard, Sam	CIA			662-511-4457	
3	Bradley, Tom	EMA			852-661-5801	
4	Candy, Rebecca	FEMA			811-957-7773	
5	Cranford, Kyle	DHS			894-661-4409	
6	Daniels, Marge	NASA			802-677-2001	
7	Dolby, Charles	FEMA			855-923-5527	
8	Franks, Don	CIA			866-874-0053	
9	Friedman, Cynthia	DHS			830-100-1200	
10	Fuller, John	FEMA			763-903-0088	
11	Gordon, Allen	EMA			842-777-6409	
12	Kendal, Eric	FEMA			801-256-9256	
13	Maggot, Ted	DHS			578-880-3364	
14	Richards, Mark	FEMA			654-570-4659	

3. From the *Search Contacts* window, enter **values** in any combination for the contact's *Last Name*, *First Name*, *Agency*, *Department*, *City*, or *State* in the appropriate textbox. You can also search by entering the first letter for any of the fields.



The screenshot shows the 'Search Contacts' window with a purple header. Below the header are input fields for 'Last Name', 'First Name', 'Agency', 'Department', 'City', and 'State'. At the bottom are 'Search' and 'Back' buttons.

4. Select the **Search** button to continue the search, or select the **Back** button to abort the operation.

From the *Contacts* window, you can review the results of your search.

Contacts						
Import Export Search			Add Contact			
	Name	Agency	Phone	Pager	Mobile	Delete
1	Candy, Rebecca	FEMA			811-957-7773	
2	Dolby, Charles	FEMA			855-923-5527	
3	Fuller, John	FEMA			763-903-0088	
4	Kendal, Eric	FEMA			801-256-9256	
5	Richards, Mark	FEMA			654-570-4659	

Sorting Contacts

To sort contacts, follow the steps below.

1. Select **Contacts** from the *Tools* section on the *Control Panel*.
2. From the *Contacts* window, select the **column header** (*Name*, *Agency*, *Phone*, *Pager*, *Mobile*, or *Delete*) that corresponds to the column you want to sort. The list will sort and display in an ascending order.

Contacts						
Import Export Search			Add Contact			
	Name	Agency	Phone	Pager	Mobile	Delete
1	Ball, Stephen	NOAA			750-330-2288	
2	Beard, Sam	CIA			662-511-4457	
3	Bradley, Tom	EMA			852-661-5801	
4	Candy, Rebecca	FEMA			811-957-7773	
5	Cranford, Kyle	DHS			894-661-4409	
6	Daniels, Marge	NASA			802-677-2001	
7	Dolby, Charles	FEMA			855-923-5527	
8	Franks, Don	CIA			866-874-0053	
9	Friedman, Cynthia	DHS			830-100-1200	
10	Fuller, John	FEMA			763-903-0088	
11	Gordon, Allen	EMA			842-777-6409	
12	Kendal, Eric	FEMA			801-256-9256	
13	Maggot, Ted	DHS			578-880-3364	
14	Richards, Mark	FEMA			654-570-4659	

Note: Entries will sort by *Name* in ascending order.

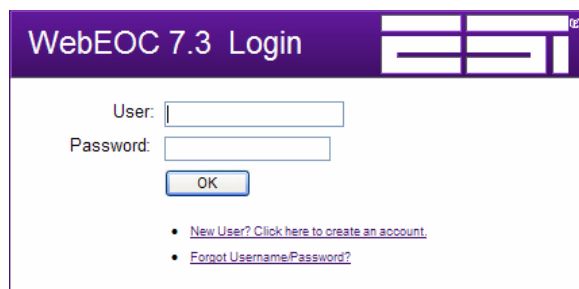
Messages

Many Crisis Information Management Software (CIMS) packages use e-mail to communicate incident information among responders. In WebEOC, incident information is transmitted via boards. However, WebEOC does have a *Messages* plug-in that allows users to communicate with each other via an internal messaging link unique to WebEOC. If your organization allows it, users can send messages to any e-mail server or e-mail addressable device, such as cell phones or pagers. It also allows users to send and forward messages to e-mail accounts external to WebEOC. All messages sent or received by the user are seen regardless of the incident the user is logged in to. When an incident is archived, all messages by users logged in to the incident are archived and removed from *Messages*.

Composing and Sending a Message

To compose and send a message, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.

The image shows the WebEOC 7.3 Login screen. It has a purple header bar with the text "WebEOC 7.3 Login" and a logo on the right. Below the header, there are two input fields: "User:" and "Password:". Below the "Password:" field is an "OK" button. At the bottom, there are two links: "New User? Click here to create an account." and "Forgot Username/Password?".

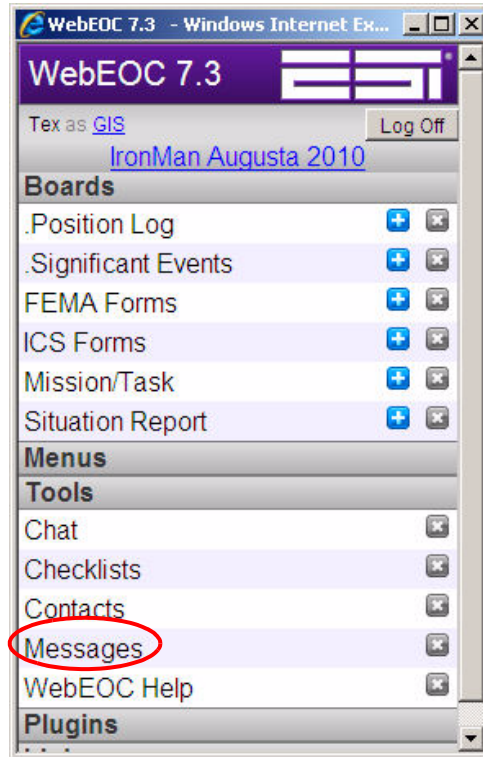
Note: The password is case sensitive.

3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

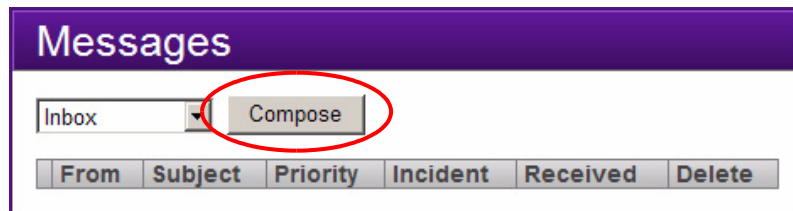
Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

6. Select **Messages** from the *Tools* section on the *Control Panel*.



7. From the *Messages* window, select the **Compose** button.



8. In the *Compose New Message* window, select the **recipient** or **recipients** from the list of *Users*, *Groups* or *Positions*.
 - a. To select multiple selections, hold the **Ctrl** key and **select** each recipient. Recipients name should be highlighted.
 - b. To deselect recipients, hold the **Ctrl** key and **select** the recipient's name once. Recipient's name should not be highlighted.

Compose New Message

To: Users: Groups: Positions

User Name (Select) EOC Director
WebEOC Administrator .Command Staff Finance Section Chief
.EOC Director Finance Staff
.Finance GIS
.Logistics Liaison Officer

Subject:

Priority: Normal

Attachment: Browse...

☒ Generate Email

Spell Check Send CANCEL

Additional Addresses: (Separate with commas)

9. Enter the **subject** in the textbox.
10. Select the **priority** (*High*, *Normal*, or *Low*) from the drop-down list. (A *High* priority will display as red, *Normal* as black, and *Low* as green.)
11. Enter your **message** in the textbox.
12. Select the **Browse** button to add an attachment.

Note: WebEOC's messaging can only support one attachment. To send more than one file, save the items to a ZIP file, and attach the compressed file to the message.

13. To send an e-mail, perform the following:
 - a. Select the **Generate Email** checkbox. An *Additional Addresses* textbox field will appear when the *Generate Email* checkbox is selected.

Note: The sender must have an e-mail address set up in WebEOC. Sender does not need to enter email addresses for recipients who have an email setup in WebEOC.

- b. For recipients who do not have email address setup in WebEOC, enter the **e-mail addresses** in the *Additional Addresses* field textbox. Separate each e-mail address by a comma. An unlimited number of addresses may be entered.
14. Select the **Send** button, or select the **Cancel** button to abort the operation. You will automatically return to the *Messages* window.

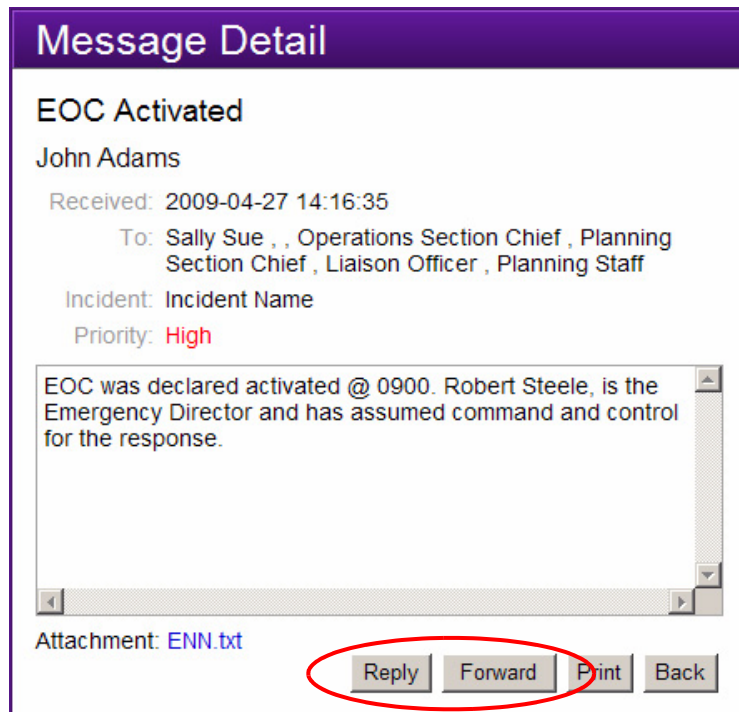
Replying to and Forwarding a Message

To reply or forward a message, follow the steps below.

1. Select **Messages** from the *Tools* section on the *Control Panel*.
2. From the *Messages* window, select the **message** you want to reply and/or forward.

	From	Subject	Priority	Incident	Received	Delete
1	John Adams	EOC Activated	High	Incident Name	2009-04-27 14:16:35	

3. From the *Message Detail* window, select the **Reply** or **Forward** button.



Note: Reply will not send the original attachment. You can however attach other documents in your reply message. Forward gives you an option to send the original attachment or send a different attachment.

4. In the *Compose New Message* window, select the **recipient** or **recipients** from the list of *Users, Groups, or Positions*.
 - a. To make multiple selections, hold the **Ctrl** key, and select **recipients**. Recipients will be highlighted when selected.
 - b. To deselect recipients, hold the **Ctrl** key, and select **recipients**. Recipients will not be highlighted.
5. Edit the *Subject* in the textbox if needed.
6. Select the **Priority** (*High, Normal, or Low*) from the drop-down list. (A *High* priority will display as red, *Normal* as black, and *Low* as green). The default priority for replying to or forwarding a message is *Normal*.
7. Enter your **message** above the original message in the *Message* textbox.
8. Select the **Browse** button to add an attachment.

Note: WebEOC's messaging can only support one attachment. To send more than one file, save the items to a ZIP file, and attach the compressed file to the message.

9. To send an e-mail, select the **Generate Email** checkbox. An e-mail will be sent only to addressees who have been set up as users in WebEOC. An *Additional Addresses* textbox field will appear when the *Generate Email* checkbox is selected.

Note: The *Generate Email* will not be available if the user who is sending the message does not have an e-mail account setup in WebEOC or if e-mail capability has not been configured for WebEOC by the administrator.

10. Select the **Send** button, or select the **Cancel** button to abort the operations.

Sorting Messages

To sort messages, follow the steps below.

1. Select **Messages** from the *Tools* section on the *Control Panel*.
2. From the *Messages* window, select the **drop-down** list for *Inbox*, *Sent Items*, or *Deleted Items*.
3. Select the **column** (*From*, *Subject*, *Priority*, *Incident* or *Received*) of the messages that you want sorted. (By default messages are sorted by latest date and time received.)

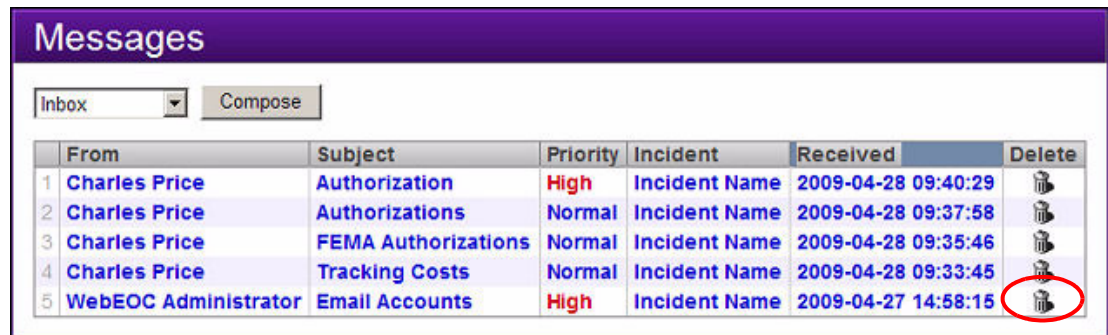
	From	Subject	Priority	Incident	Received	Delete
1	Charles Price	Authorization	High	Incident Name	2009-04-28 09:40:29	
2	Charles Price	Authorizations	Normal	Incident Name	2009-04-28 09:37:58	
3	Charles Price	FEMA Authorizations	Normal	Incident Name	2009-04-28 09:35:46	
4	Charles Price	Tracking Costs	Normal	Incident Name	2009-04-28 09:33:45	

Deleting a Message

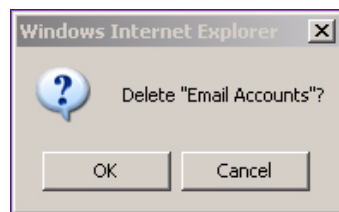
Messages cannot be deleted from the *Sent Items* or *Deleted Items* windows. Those items will be removed when the incident for those messages are archived. Deleting a message only removes the message from your *Inbox* to your *Deleted Items* box.

To delete a message from the *Inbox*, follow the steps below.

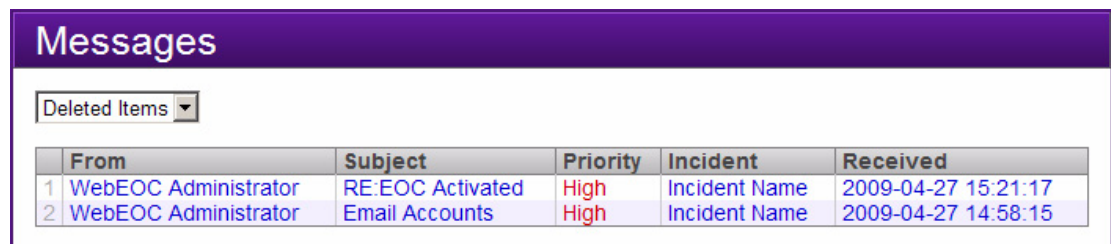
1. Select **Messages** from the *Tools* section on the *Control Panel*.
2. Select the **trash can icon** next to the message.



3. Select the **OK** button to move the message to the *Deleted Items*, or select the **Cancel** button to abort the operation and return to the *Inbox*.



4. Select **Deleted Items** in the drop-down list.

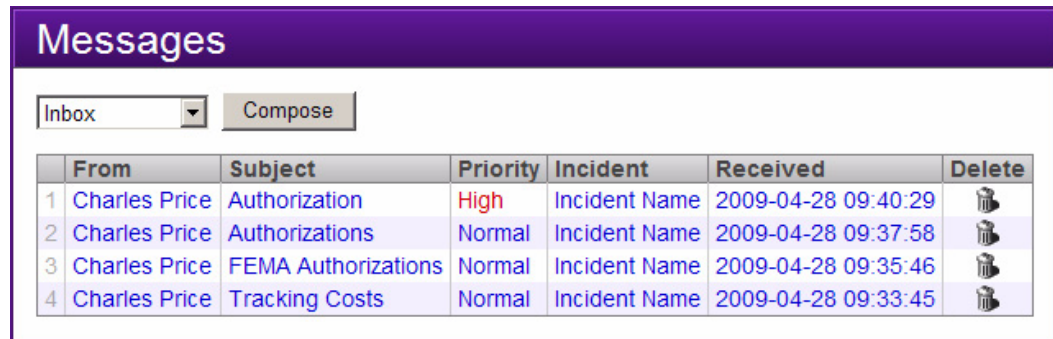


Note: You can still view, reply, forward, and print any of the deleted messages.

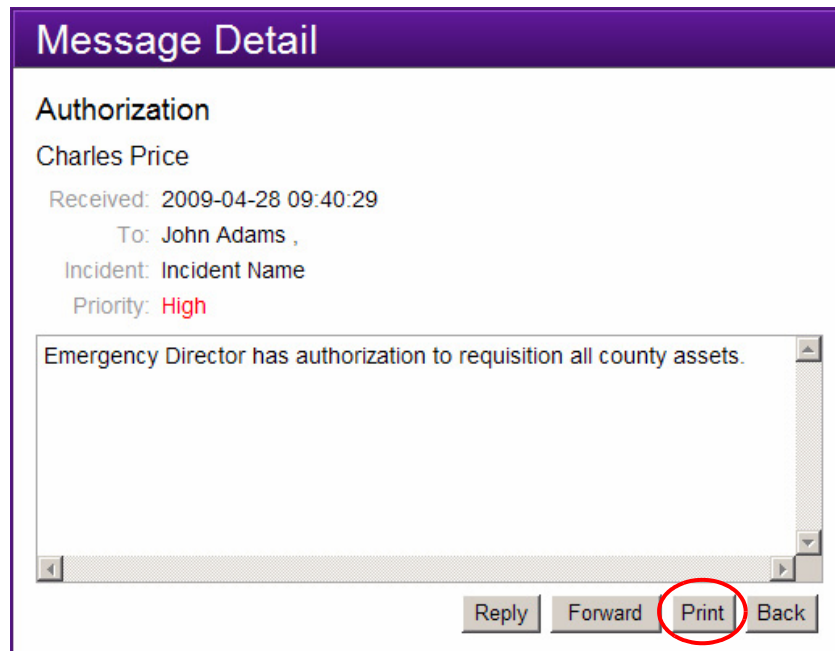
Printing a Message

To print a message, follow the steps below.

1. Select **Messages** from the *Tools* section on the *Control Panel*.
2. From the *Messages* window, select the **drop-down** list for *Inbox*, *Sent Items*, or *Deleted Items*.
3. Select the **message** that you want to print.



4. From the *Message Detail* window, select the **Print** button.



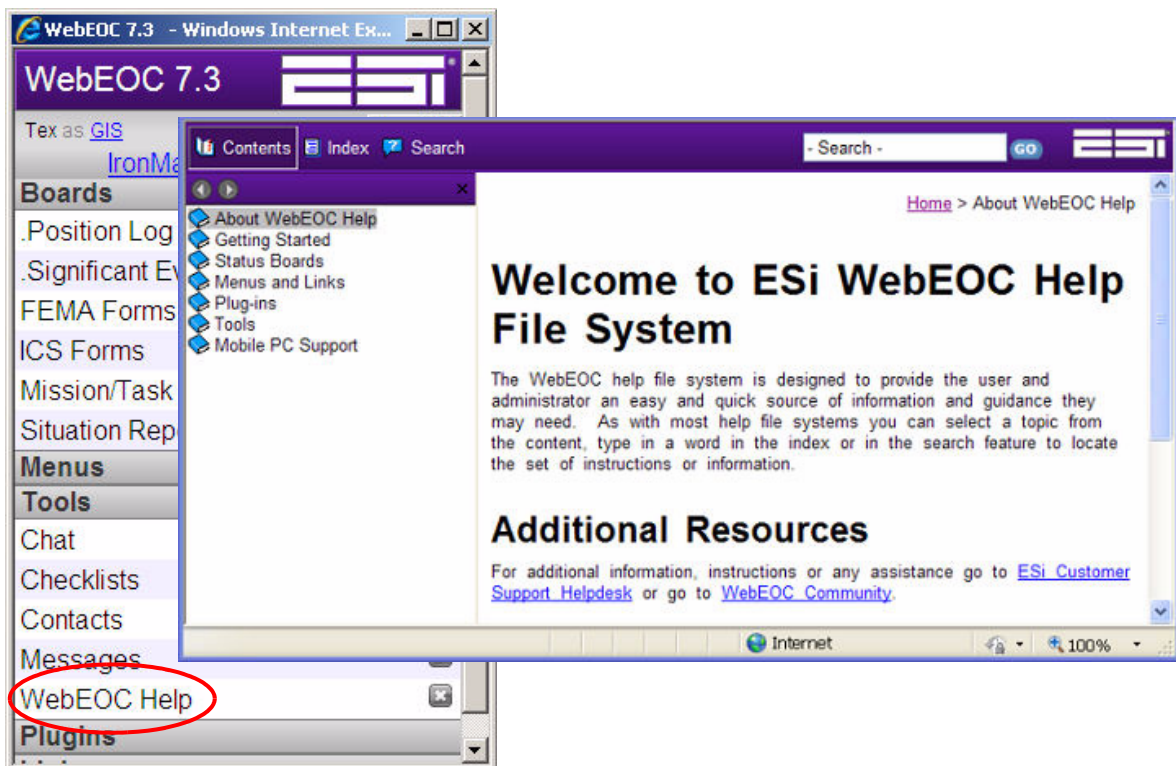
5. From the *Print* dialog window, choose the **printer** you wish to use or select the **Cancel** button to abort the operation. You will automatically return to the *Message Detail* window.

WebEOC Help

An online *WebEOC Help* system is available for you to access specific instructions or information on all the *WebEOC* features and standard *Plug-ins*. As with most online help systems, you can select a specific topic or task, use an index and search on a keyword, or search on any topic or word to find the information or instructions you need.

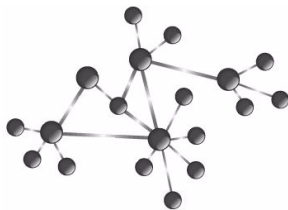
Accessing WebEOC Online Help

To access WebEOC Online Help, select the **WebEOC Help** link in the *Tools* section on your *Control Panel*.



A separate window will open to the welcome page.

Chapter 6: Plugins



Introduction

WebEOC has several standard plug-ins that offer the user a variety of tools, each uniquely designed to support a particular information need. This chapter will cover the standard WebEOC plug-ins and provide instructions on how they are used.

If you do not have access to any of the plug-ins described in this chapter contact your WebEOC administrator.

The following topics are covered in this chapter.

- *CAP Messaging*
- *File Library*
- *MapTac*
- *NWS Weather Alerts*
- *Remote Boards*
- *Scroller*

CAP Messaging

CAP stands for Common Alerting Protocol. The *CAP Messaging* plug-in is a simple, flexible data interchange format for collecting and distributing all-hazard safety notifications and emergency warnings over information networks and public alerting systems.

CAP messages are managed similar to an e-mail client program such as Microsoft® Outlook®. CAP messages are stored in one of three folders: the Inbox, Sent Items, and Trash.

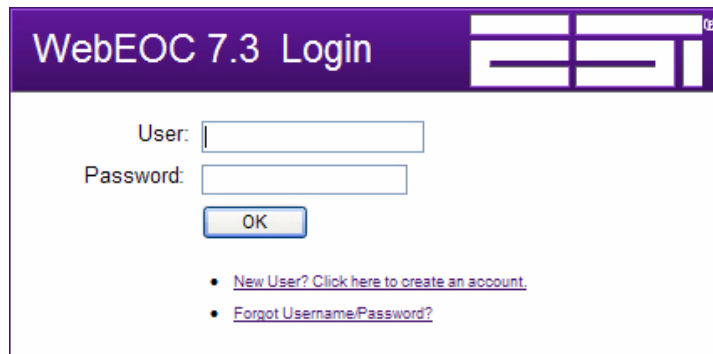
In order to send and receive CAP messages, your agency must be registered with the Disaster Management Interoperability Service (DMIS) CAP service as a Collaborative Operations Group (COG) and the DMIS service must be available. If you are unable to send or receive CAP messages, advise the WebEOC administrator and request verification that *CAP Messaging* is properly configured and that the DMIS service is running.

Accessing and Viewing CAP Messages

In order to view, send, and receive *CAP* messages, your agency must be registered with the Disaster Management Interoperability Service (DMIS) as a Collaborative Operations Group (COG) and the DMIS must be available. If the DMIS service is unavailable or the connection is unusually slow, you will receive a time-out message. If you are unable to send or receive *CAP* messages, see your WebEOC administrator.

To access and view *CAP* messages, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.

The image shows the 'WebEOC 7.3 Login' screen. It has a purple header bar with the text 'WebEOC 7.3 Login' and a small icon on the right. Below the header, there are two input fields: 'User:' and 'Password:'. Below these fields is an 'OK' button. At the bottom, there are two links: 'New User? Click here to create an account.' and 'Forgot Username/Password?'.

Note: The password is case sensitive.

3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

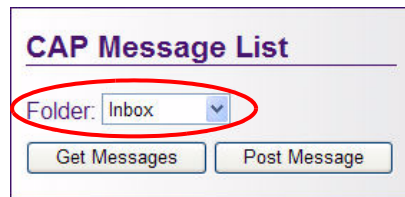
Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

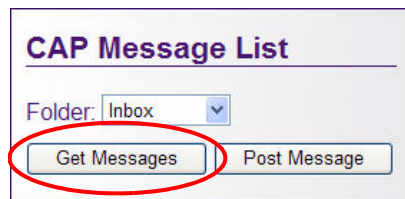
6. Select **CAP** from the *Plugins* section on the *Control Panel*.



7. From the *CAP Message List* window, select the *Folder drop-down list*, and select either the **Inbox**, **Sent Items**, or the **Trash** folder.



8. Select the **Get Messages** button. A list of messages will appear for the *Folder (Inbox, Sent Items or Trash)* selected.

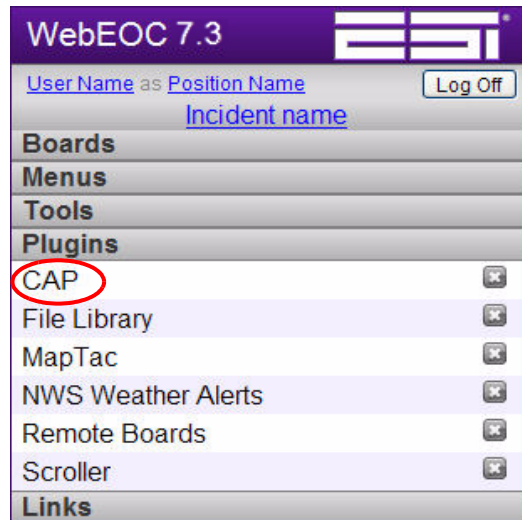


9. Select the **message** to view. The message will be displayed in the *CAP Message Detail* window.
10. Select the **Return to List** button to return to the *CAP Message List*.

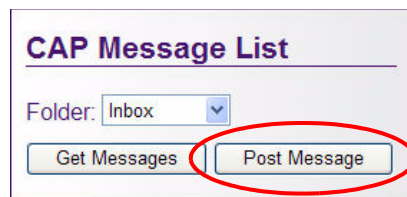
Sending a CAP Message

To send a CAP message, follow the steps below.

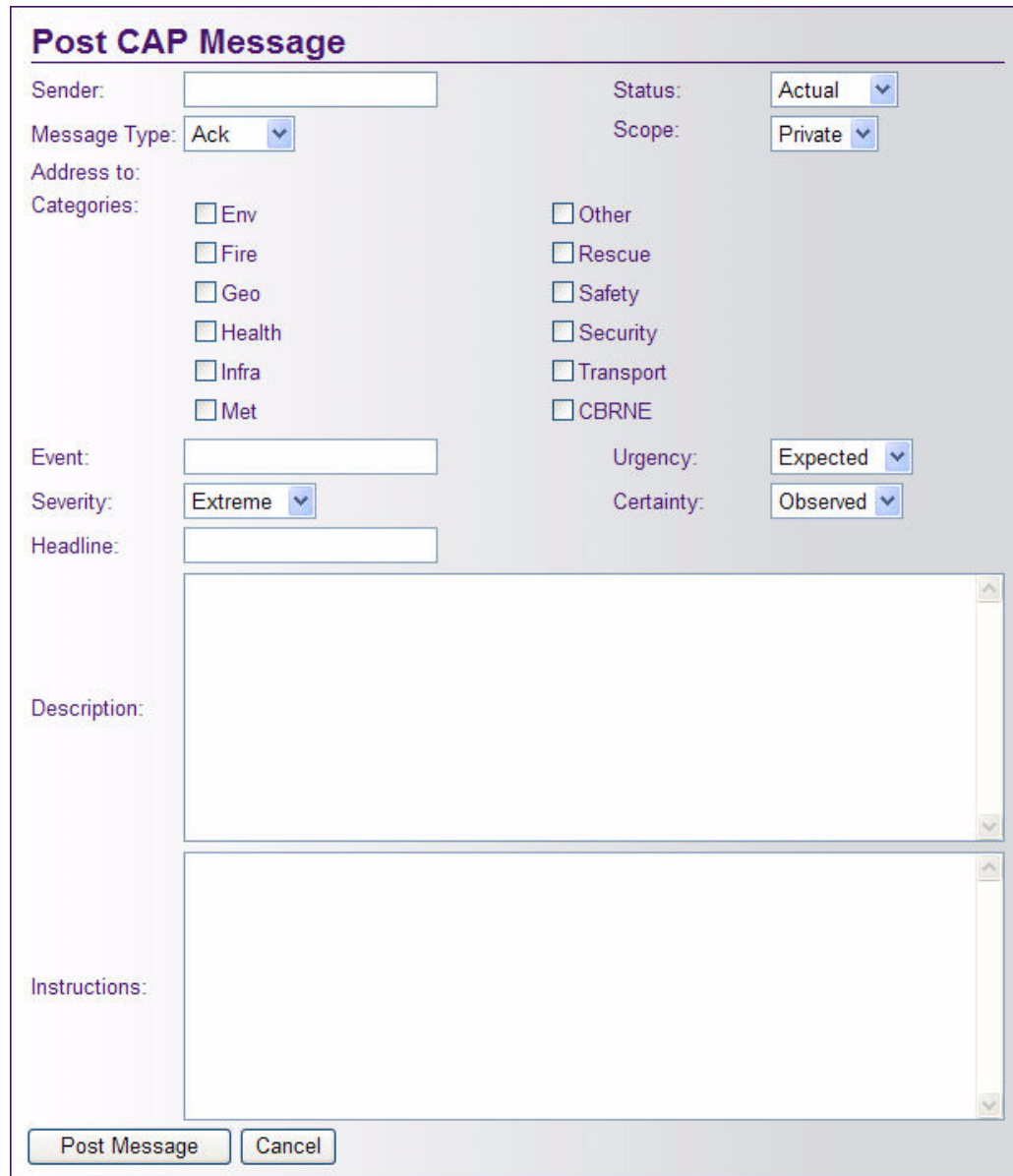
1. Select **CAP** from the *Plugins* section on the *Control Panel*.



2. Select the **Post Message** button.



3. In the *Post CAP Message* window, enter all the required information in accordance with the CAP specification documentation. See the CAP specification for field descriptions (<http://www.oasis-open.org/specs/index.php#capv1.1>). This is the official OASIS Emergency Management TC specifications document.



The **Post CAP Message** window is a form for creating and sending CAP messages. It includes the following fields and controls:

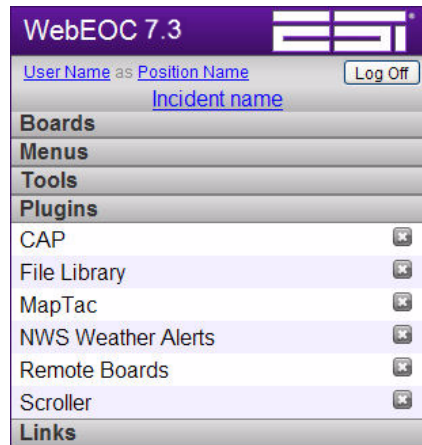
- Sender:** A text input field.
- Status:** A dropdown menu with "Actual" selected.
- Message Type:** A dropdown menu with "Ack" selected.
- Scope:** A dropdown menu with "Private" selected.
- Address to:** A text input field.
- Categories:** A group of checkboxes for selecting categories: Env, Fire, Geo, Health, Infra, Met, Other, Rescue, Safety, Security, Transport, and CBRNE.
- Event:** A text input field.
- Urgency:** A dropdown menu with "Expected" selected.
- Severity:** A dropdown menu with "Extreme" selected.
- Certainty:** A dropdown menu with "Observed" selected.
- Headline:** A text input field.
- Description:** A large text area for the message description.
- Instructions:** A large text area for additional instructions.
- Buttons:** "Post Message" and "Cancel" buttons at the bottom.

4. Select the **Post Message** button to send the message, or select the **Cancel** button to abort the operation.

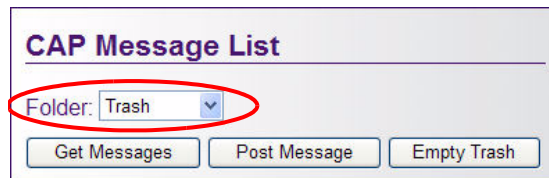
Emptying the CAP Trash Folder

To clear CAP messages that have been marked for deletion, follow the steps below.

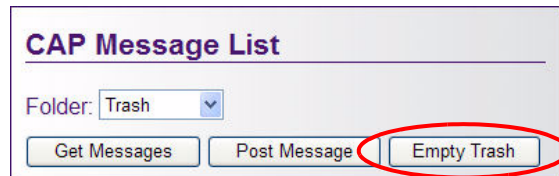
1. Select **CAP** from the *Plugins* section on the *Control Panel*.



2. Select **Trash** from the *Folder* drop-down list. A list of all CAP messages that this user has marked for deletion displays and the *Empty Trash* button is enabled.



3. Select the **Empty Trash** button. This will permanently remove all of the messages in the *Trash* folder.



File Library

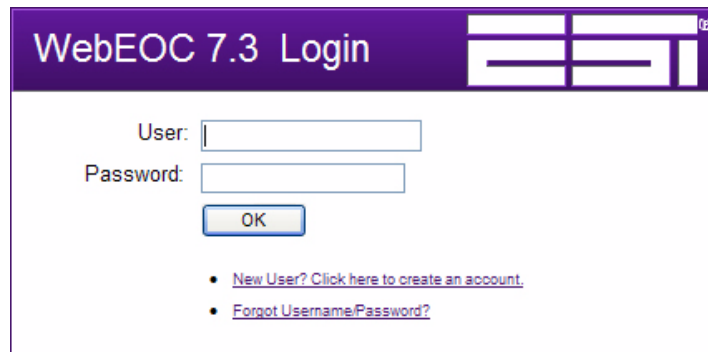
The *File Library* plug-in allows WebEOC users to upload and share documents and files with other users through WebEOC. The file could be a standard operating procedure, a situation report, a PDF, an image, or other file type. Depending on the permissions granted, users may add, view, and/or delete files from the library.

Users who are unable to access the *File Library* or need to have edit and/or delete permissions should check with your WebEOC administrator.

Adding a File

To add a file in the *File Library*, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.

The image shows the WebEOC 7.3 Login screen. It has a purple header with the text "WebEOC 7.3 Login" and a logo on the right. Below the header, there are two input fields: "User:" and "Password:". Below the "Password:" field is an "OK" button. At the bottom, there are two links: "New User? Click here to create an account." and "Forgot Username/Password?".

Note: The password is case sensitive.

3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

6. Select **File Library** from the *Plugins* section on the *Control Panel*.

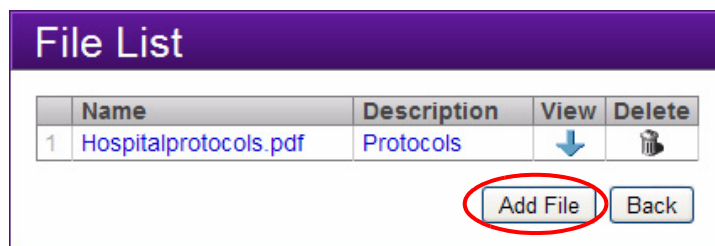


7. Select the folder **name** from the *Folder List* window.



Note: A *Folder List* contains a list of files/documents. If no folder **Names** appear, you have not been granted permission by your administrator to access the folders.

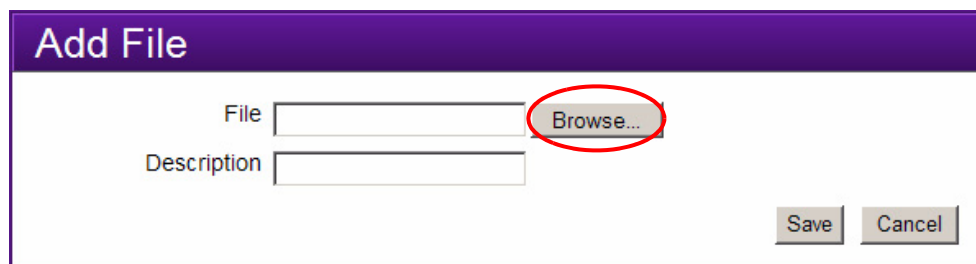
8. From the *File List* window, select the **Add File** button.



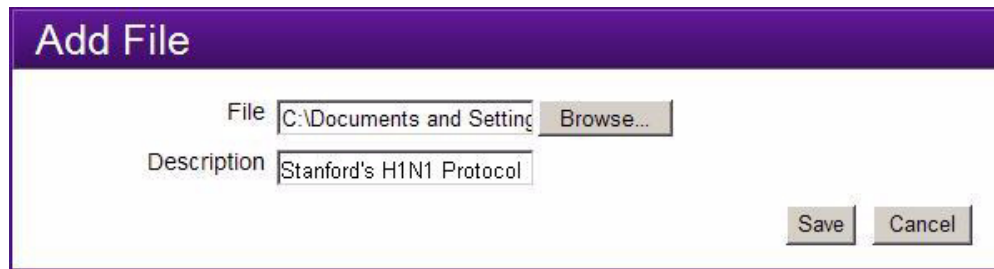
Note: If your administrator has not configured read/write permission to access the folder in the File Library, the *Add File* button will not appear.

Note: Before adding a file check with your administrator and find out if there are any size limitations to uploading a file.

9. In the *Add File* window, select the **Browse** button to search for the file you want to add to the *File Library*.



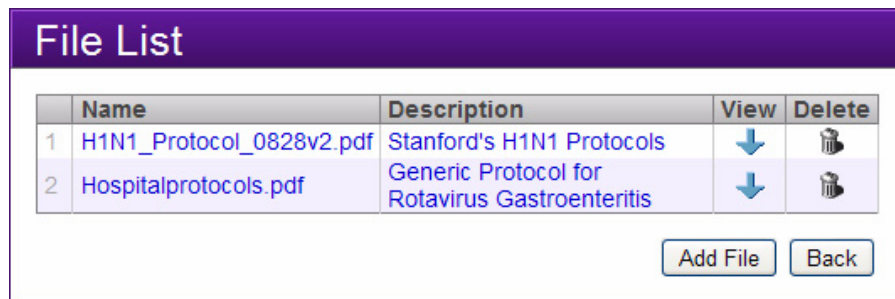
10. (Optional) Enter a **description** for the file. The description will appear in the *File List* window.



The 'Add File' dialog box has a purple header. It contains two text input fields: 'File' with the value 'C:\Documents and Settings' and a 'Browse...' button to its right; and 'Description' with the value 'Stanford's H1N1 Protocol'. At the bottom right are 'Save' and 'Cancel' buttons.

11. Select the **Save** button or select the **Cancel** button to abort the operation.

When you save the file, the *File List* window will open and the most recent file appears at the top of the list.



The 'File List' window has a purple header. It displays a table with the following data:

	Name	Description	View	Delete
1	H1N1_Protocol_0828v2.pdf	Stanford's H1N1 Protocols	↓	🗑️
2	Hospitalprotocols.pdf	Generic Protocol for Rotavirus Gastroenteritis	↓	🗑️

Below the table are 'Add File' and 'Back' buttons.

Replacing a File

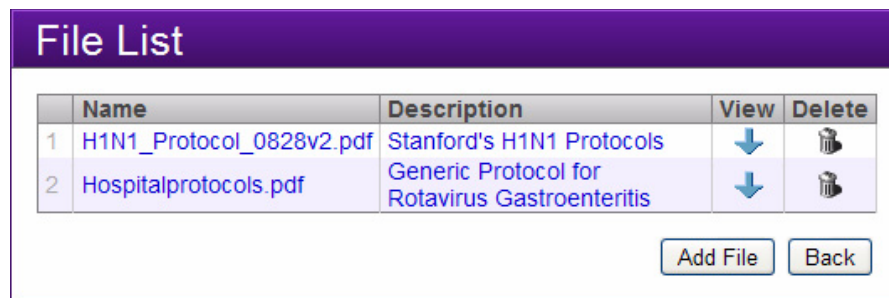
You can update any document listed in the *File Library* by replacing it with a new one.

To replace a file in the *File Library*, follow the steps below.

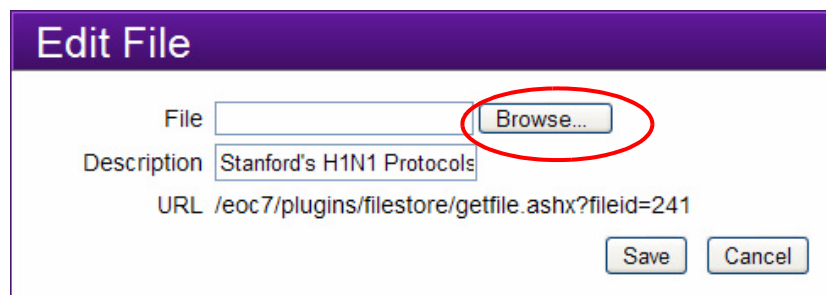
1. Select **File Library** from the *Plugins* section on the *Control Panel*.



- From the *File List* window, select the **Name** or **Description** of the file you want to replace.



- From the *Edit File* window, select the **Browse** button to search for the file you want add to the *File Library*.



- Enter a new **description** for the file. The description will appear in the *File List* window.
- Select the **Save** button or select the **Cancel** button to abort the operation.

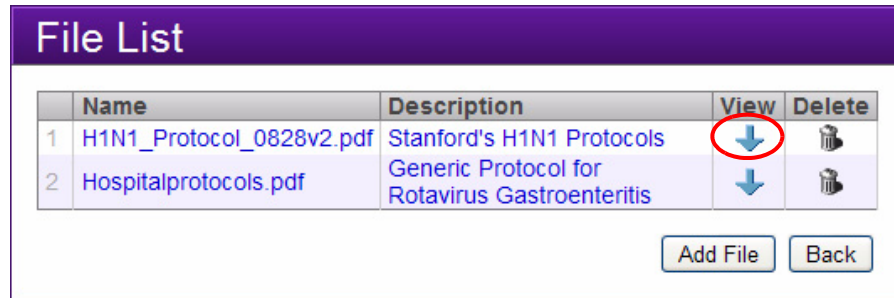
Viewing a File

To view a file in the *File Library*, follow the steps below.

- Select **File Library** from the *Plugins* section on the *Control Panel*.



- From the *File List* window, select the **View** icon.



- From the *File Download* dialog window, select the **Open** button. The file will open as read-only document.

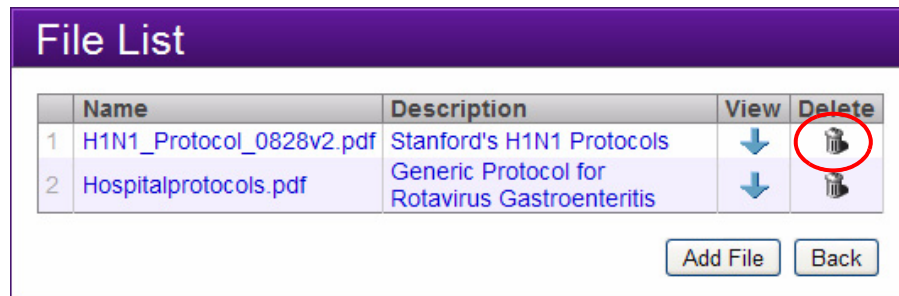
Deleting a File

To delete a file in *File Library*, follow the steps below.

- Select **File Library** from the *Plugins* section on the *Control Panel*.



- From the *File List* window, select the **Delete** icon.



- Select the **OK** button or select the **Cancel** button to abort the operation.

MapTac

MapTac is primarily a briefing tool used to display a variety of graphics and images. It was created to replace or augment static, paper-based maps and magnetic light boards common in many EOCs. MapTac allows authorized users to access an image of a static map, dispersion model, digital photo, etc., from any map/GIS source or digital camera and using their web browser, share the tactical scene with authorized users instantly.

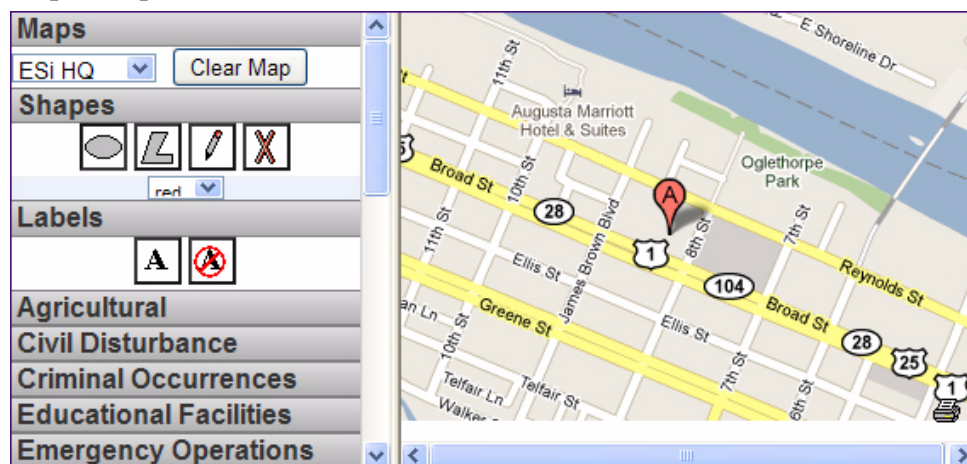
MapTac can use images from any GIS or mapping system to produce a static image file (e.g., JPEG, GIF, BMP, etc.). Existing web-based mapping resources available on the Internet can also be used to plot an address in order to create the image file that can then be saved to MapTac and annotated as necessary using the icon palette and drawing tools. MapTac also allows responders at geographically separate locations to view, and depending on user privileges, update images real-time.

Users with appropriate permissions can add markers such as push pins, fire trucks, road blocks, etc., with or without labels and draw shapes on the image. Labels can be added and edited at any time. Administrators can add a URL to an icon that allows users to access related information by selecting the icon attached to the image file in MapTac.

MapTac Components

The figure below illustrates the major components of the MapTac user interface. The headers in the tool pane can be expanded and collapsed by selecting the related tab. The major components are as follows.

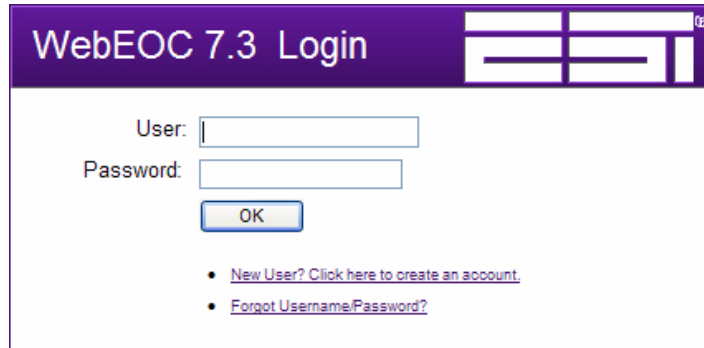
- *Maps*: drop-down list and *Clear Map* button
- *Shapes*: ellipse, polygon, and free-hand drawing tools; delete button; and shape color drop-down list
- *Labels*: add and remove label buttons
- Marker tabs: categorized markers
- Map view pane with *Printer* icon



Viewing a Map

To access a map or an image for viewing, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.

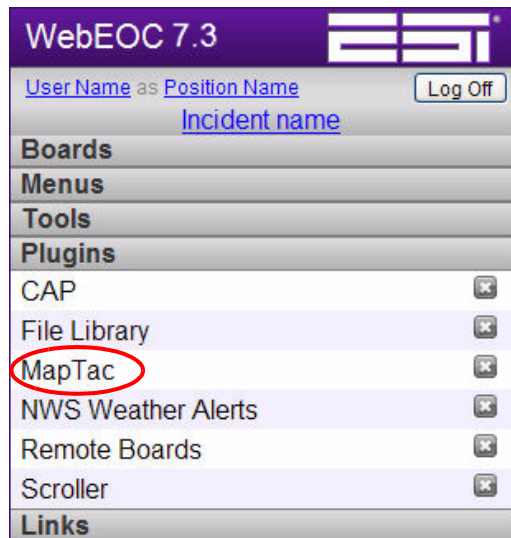
The image shows the WebEOC 7.3 Login screen. It has a purple header with the text "WebEOC 7.3 Login" and the ESI logo. Below the header, there are two input fields: "User:" and "Password:". Below these fields is an "OK" button. At the bottom, there are two links: "New User? Click here to create an account." and "Forgot Username/Password?".

Note: The password is case sensitive.

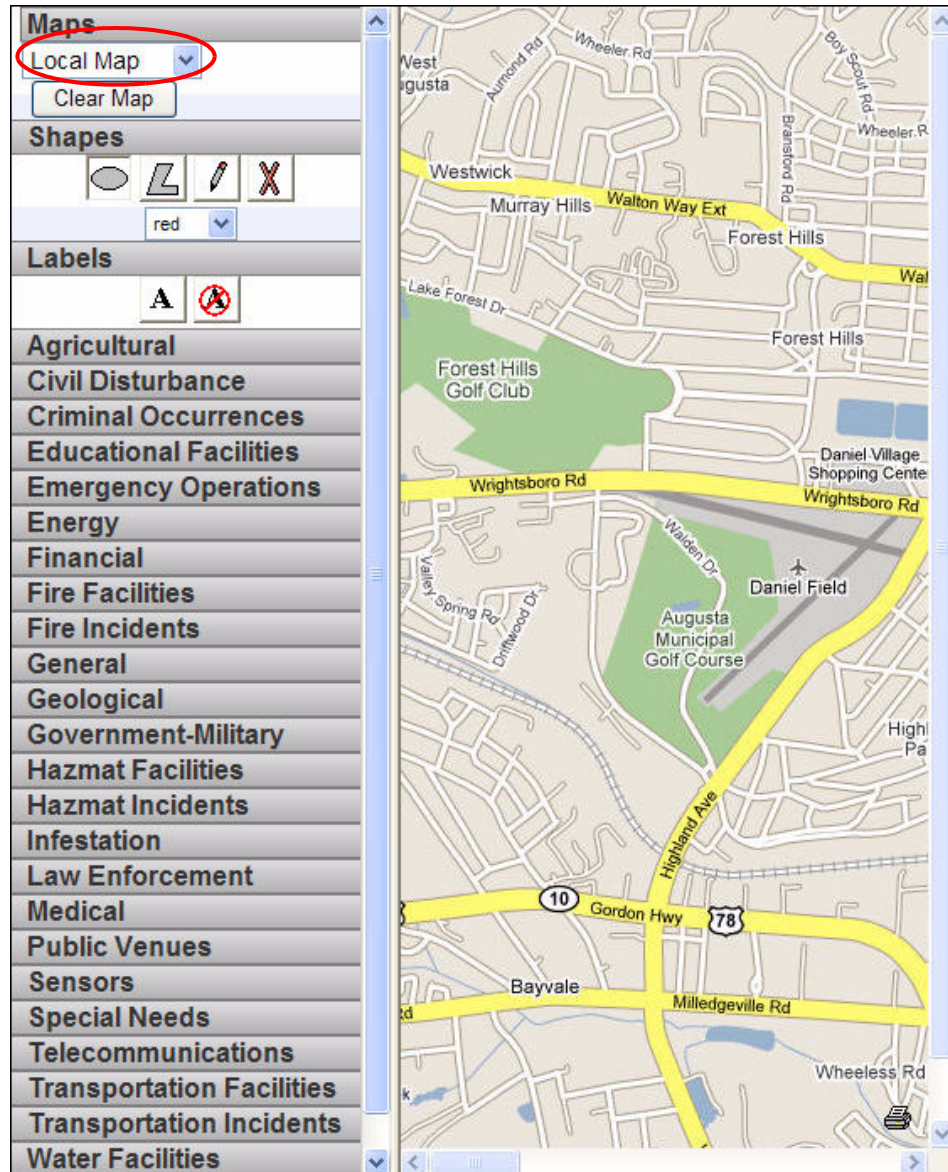
3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.
6. Select **MapTac** from the *Plugins* section on the *Control Panel*.

The image shows the WebEOC 7.3 Control Panel. It has a purple header with the text "WebEOC 7.3" and the ESI logo. Below the header, there are links for "User Name as Position Name" and "Incident name", and a "Log Off" button. Below these links are several sections: "Boards", "Menus", "Tools", "Plugins", and "Links". The "Plugins" section is expanded, showing a list of plugins: "CAP", "File Library", "MapTac", "NWS Weather Alerts", "Remote Boards", and "Scroller". The "MapTac" plugin is circled in red.

7. Select a **map** for display from the *Maps* drop-down list.

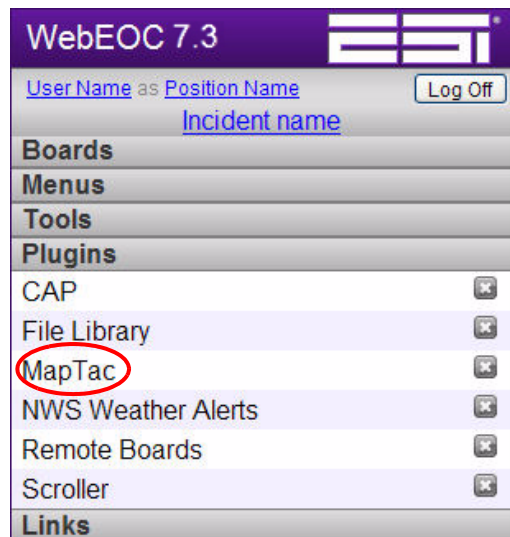


Note: The image or map will resize automatically anytime you change the size of your window. If you don't want the map or image to be resized contact your WebEOC administrator.

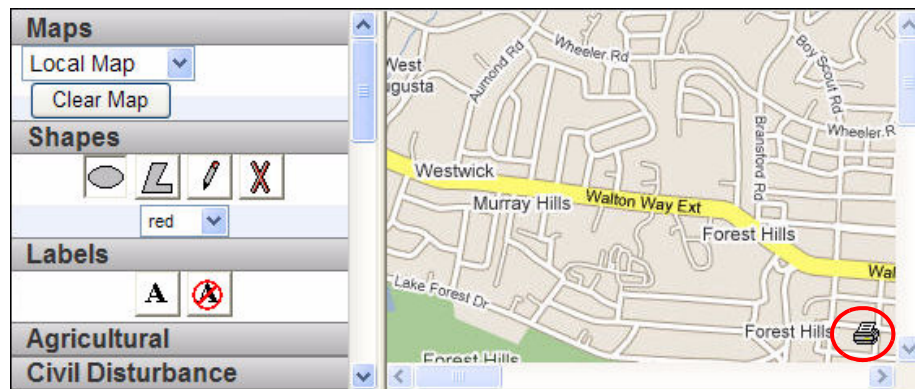
Printing a Map

To print a map or an image, follow the steps below.

1. Select **MapTac** from the *Plugins* section on the *Control Panel*.



2. Select a **map** from the *Maps* drop-down list that you want to print.
3. Select the **print** icon.

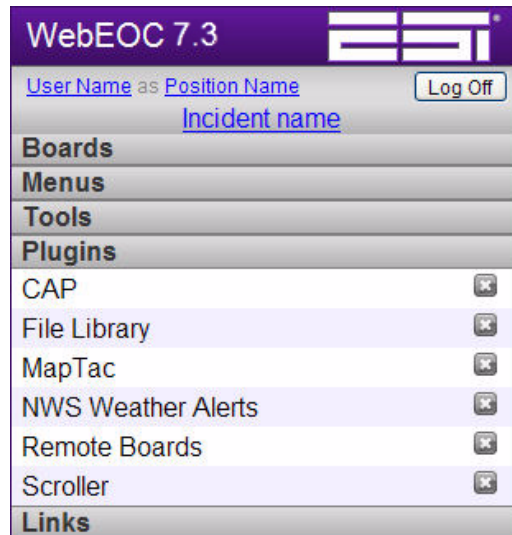


Placing Markers on a Map

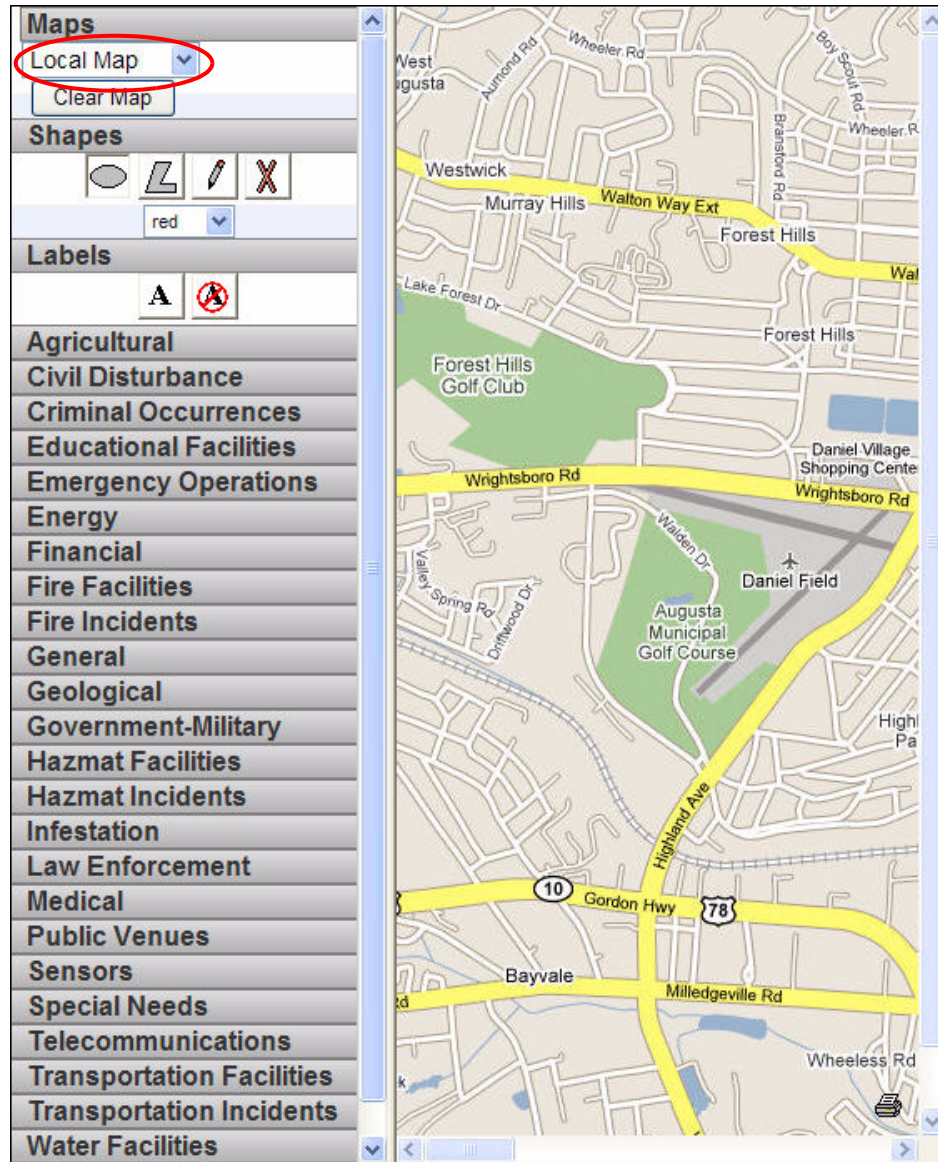
If you have “read-only” permission to a map, you will not be able to add markers to a map. MapTac comes pre-loaded with 25 categories of DHS symbology.

To place a marker on a map, follow the steps below.

1. Select **MapTac** from the *Plugins* section on the *Control Panel*.

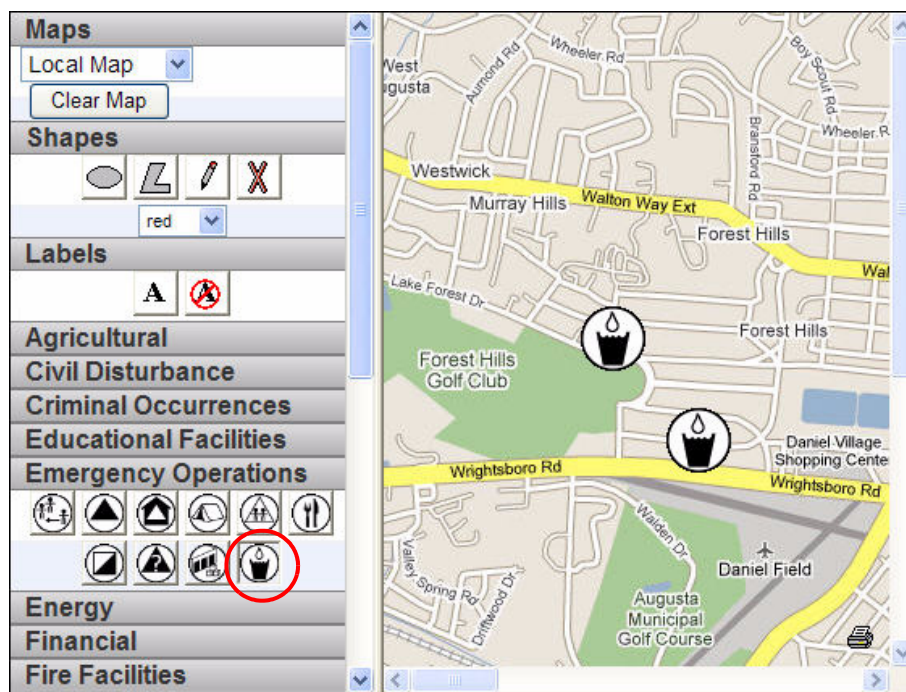


2. Select a **map** to display from the *Maps* drop-down list.



3. Select the desired **Marker tab**. This will open the tab and show all the icons under that tab.

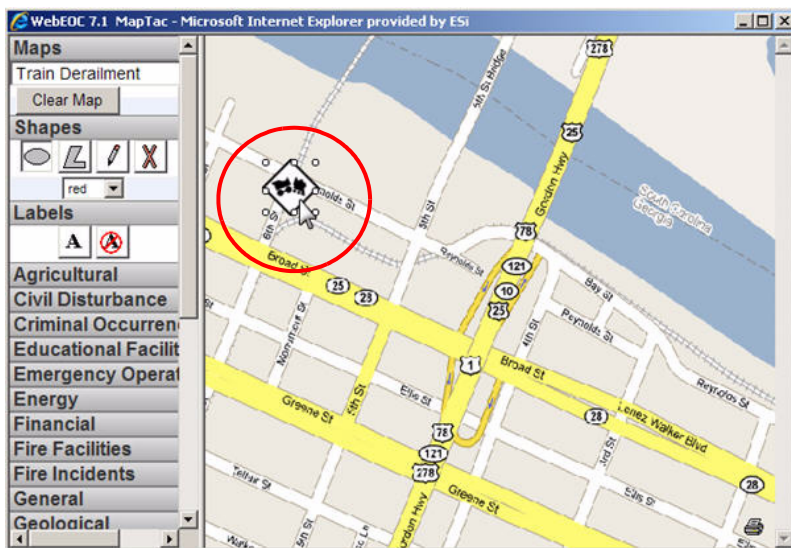
4. Select the **Marker** that you want to place on the map. To see what the marker represents, rest your mouse on the icon and a pop-up will reveal the marker title.



5. Move your cursor on the map to the **desired location** on the map and single-click. The marker will appear on the map. You cannot drag and drop the markers to place them on the map.

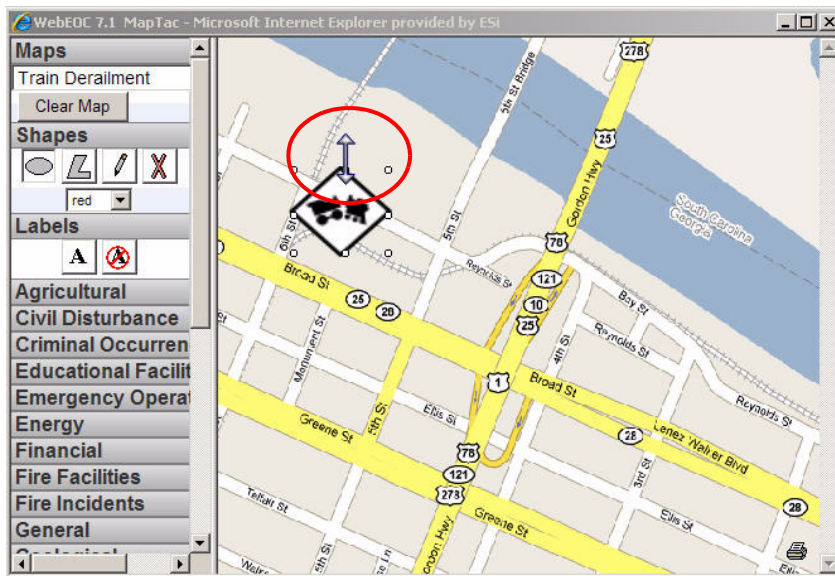
Moving Markers

Select the marker, and hold the left mouse button down. Drag the marker to the new destination, and release the mouse button.



Resizing a Marker

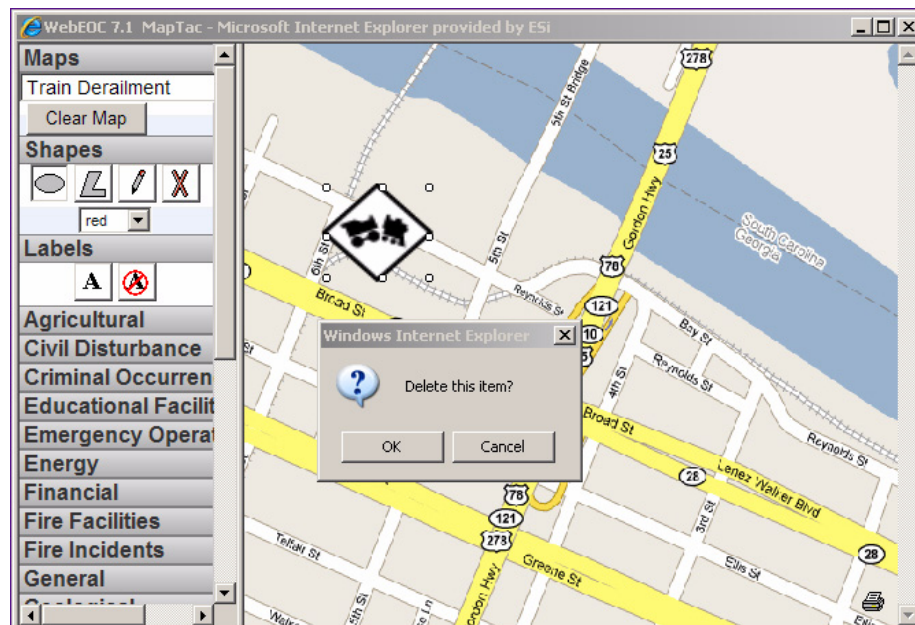
To resize a marker, hover your cursor over the marker. Select the handle that appears around the marker, and drag the handle in until the marker is the desired size.



Deleting a Marker

To delete a marker, follow the steps below.

1. Right click on the **marker**. A delete confirmation dialog will display.



2. Select the **OK** button to delete the marker from the map, or select the **Cancel** button to abort the operation.

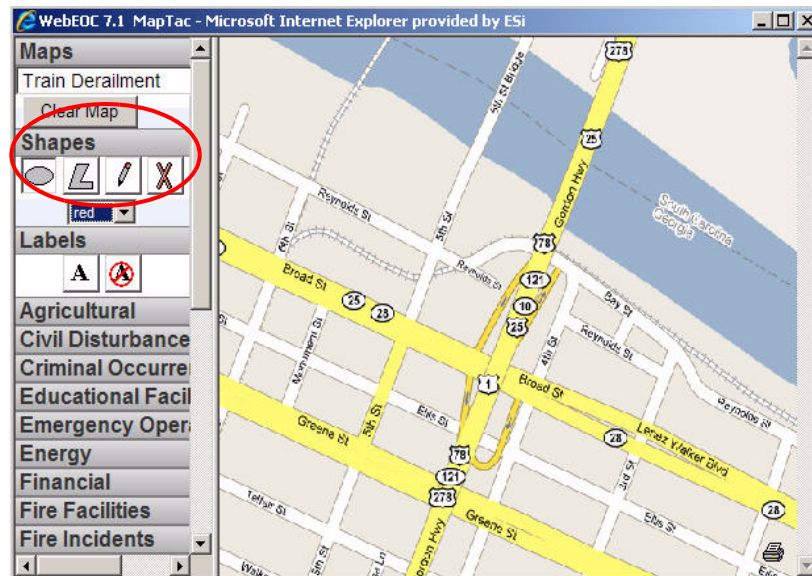
Drawing and Placing Shapes on a Map

Shapes are useful to highlight specific locations or areas on a map. This tool is particularly useful to show areas that have been affected by an incident. A user can draw, resize and place either an ellipse, polygon or a line anywhere on a map. Shapes can be highlighted with one of the three transparent colors red, green or blue.

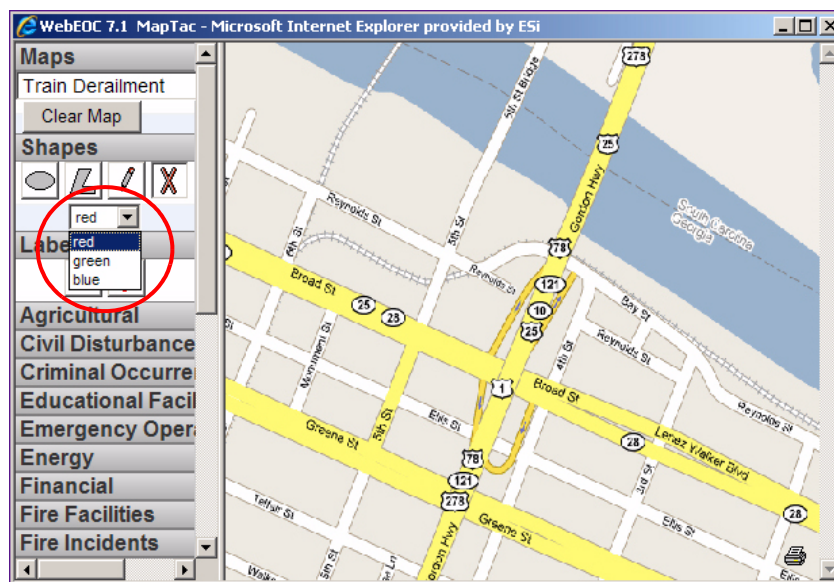
Users that have “read-only” permissions will not be able to add shapes to a map.

To draw and place a shape on a map, follow the steps below.

1. Select the **Shapes** tab to display the shape palette.



2. Select the desired **shape** button from the shape palette.
3. Select the **color** from the drop-down list.



Deleting a Shape

To delete a shape, follow the steps below.

1. Right click the **shape**. A delete confirmation dialog will appear.
2. Select the **OK** button to delete the shape from the map, or select the **Cancel** button to abort the operation.



Note: You can also select the **delete** icon in the *Shapes* palette, and select the shape you want to delete.

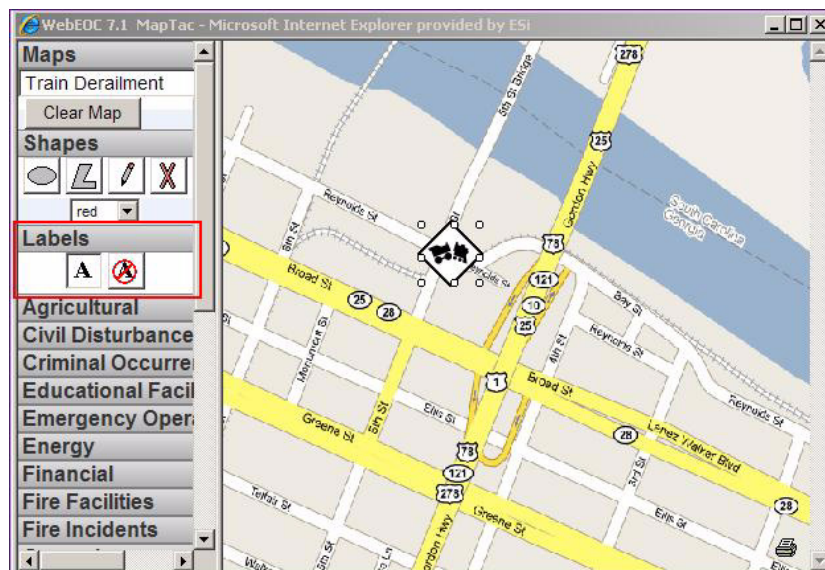
Adding a Label to a Marker

Labels can be added to any of the available markers. However labels cannot be added to shapes.

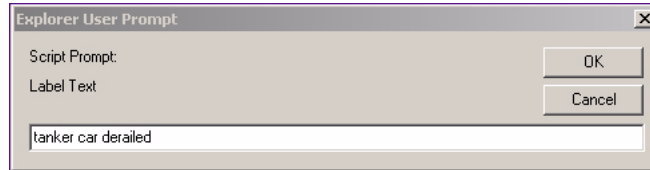
Users with “read-only” permissions will not be able to add labels to a map.

To add a label to a marker follow the steps below.

1. Select the **Labels** tab to display the label palette.



2. Select the **Set Label** button to add a label.
3. Select the **marker** to be labeled. The label text prompt will display.



4. Enter the **text** for the label, and select the **OK** button. The label will appear under the marker.



Clearing a Label on a Marker

To clear a label on a marker, follow the steps below.

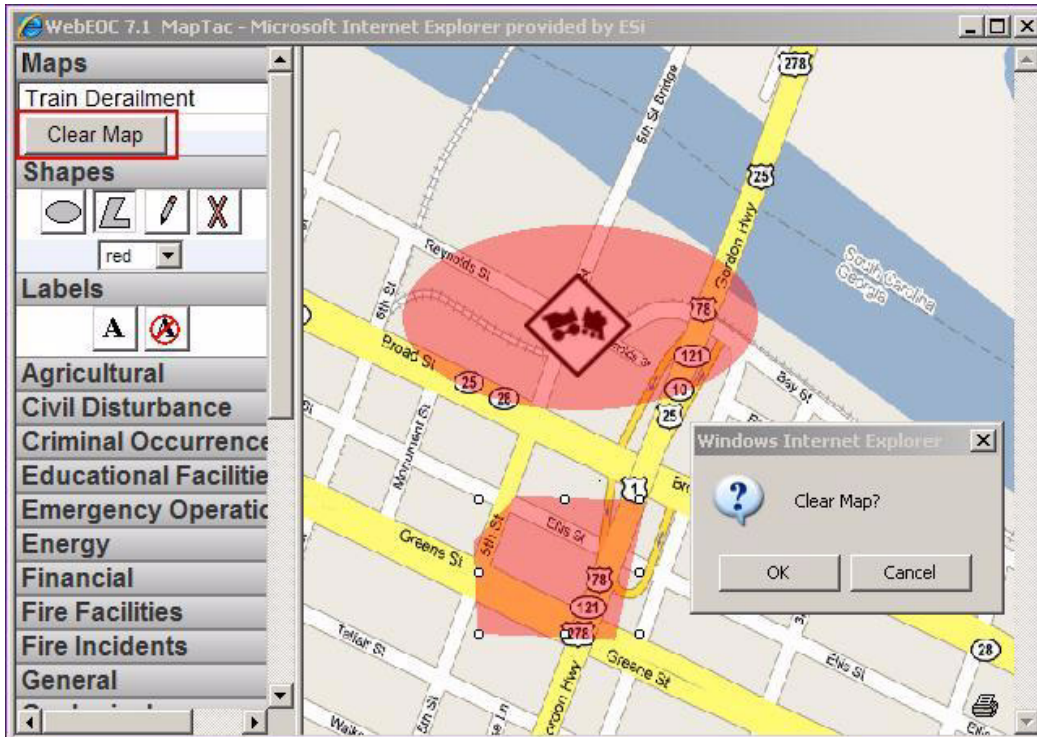
1. Select the **Labels** tab to display the label palette.



2. Select the **Clear Label** button.
3. Select the **marker** that you want to remove the label.

Clearing All Items from a Map

To clear all shapes, markers, and labels from a map, select the **Clear Map** button.



A confirmation window will appear. Select the **OK** button to clear all shapes, markers, and labels from the map. Select the **Cancel** button to abort the operation and return to the map.

NWS Weather Alerts

About NWS

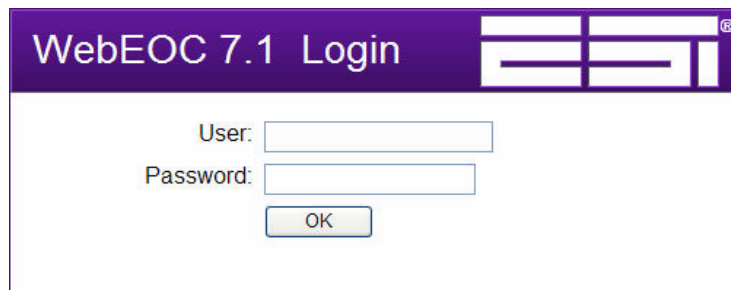
WebEOC provides direct access to National Weather Service (NWS) watches, warnings, and advisories for all states, counties and territories. Weather radar maps can be accessed by going directly to http://www.nws.noaa.gov/radar_tab.php.

NWS alerts do not automatically refresh as new watches, warnings, and advisories are issued. To display the latest advisory for a particular State/Territory, users must repeat the process for Accessing and Viewing NWS Alerts, or hold down the “Ctrl” and “r” to refresh the screen.

Accessing and Viewing NWS Alerts

To access and view NWS Alerts, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.

The image shows a web browser window with a purple header bar. The header bar contains the text "WebEOC 7.1 Login" on the left and a logo on the right. Below the header bar, there is a white area with two text input fields. The first field is labeled "User:" and the second field is labeled "Password:". Below the "Password:" field, there is a button labeled "OK".

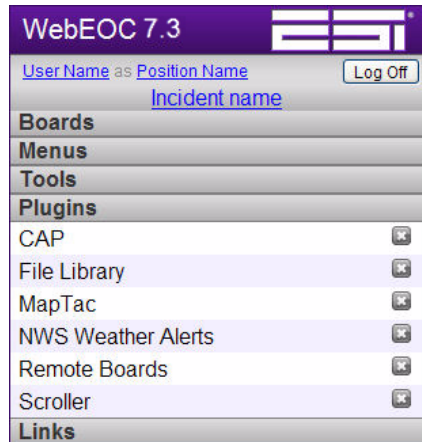
Note: The password is case sensitive.

3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

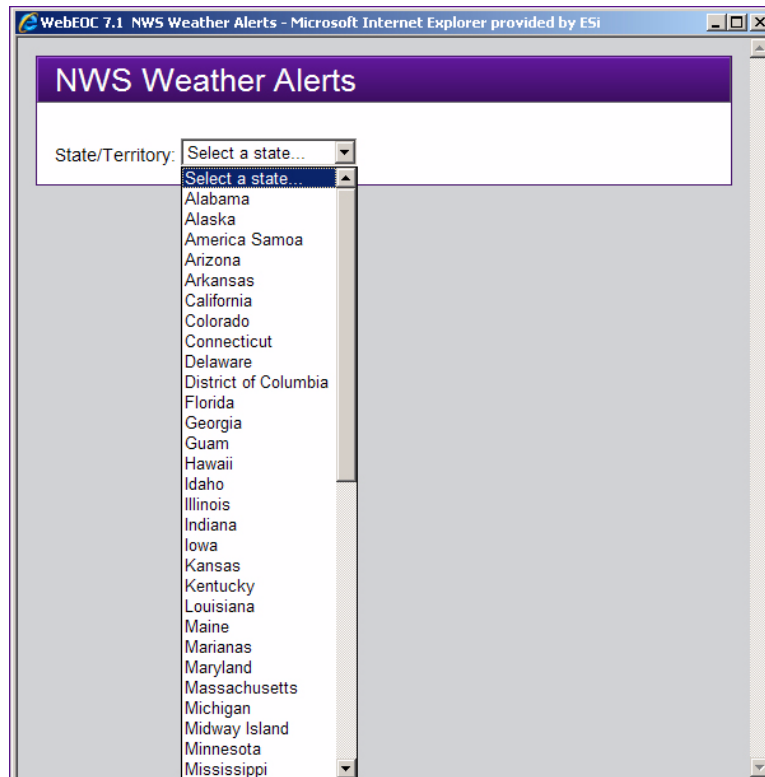
Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

6. Select **NWS Weather Alerts** from the *Plugins* section on the *Control Panel*.



7. Select the desired **state** or **territory** (region) from the *State/Territory* drop-down list. All the NWS Weather Alerts for the state or territory selected will be displayed.



- Select the desired **location** from the *Location* drop-down list. The alert for the selected location will display. Only locations with active warnings, watches, or alerts will appear in this list.

The screenshot shows the 'NWS Weather Alerts' window. At the top, there is a purple header bar with the title 'NWS Weather Alerts'. Below the header, there is a form with several fields. The 'State/Territory' field is set to 'Georgia'. The 'Location' field is a dropdown menu that is currently open, showing a list of locations in Georgia with their corresponding FIPS codes. The 'Richmond (Georgia) - 013245' option is selected and highlighted in blue. To the right of the 'Location' dropdown, there is a text area displaying the alert details for the selected location. The alert text includes the date and time '05-20T15:59:39-04:00', the sender 'Rockdale (Georgia) - 013247', and the current warning 'Rockdale (Georgia) - 013247'. The alert text also includes a section for 'for Georgia Issued by the' followed by a list of locations: 'Schley (Georgia) - 013249', 'Schley (Georgia) - 013249', 'Schley (Georgia) - 013249', 'Seminole (Georgia) - 013253', 'South Fulton (Georgia) - 013121', 'South Fulton (Georgia) - 013121', 'South Fulton (Georgia) - 013121', 'Spalding (Georgia) - 013255', 'Spalding (Georgia) - 013255', 'Spalding (Georgia) - 013255', 'Stewart (Georgia) - 013259', 'Stewart (Georgia) - 013259', 'Stewart (Georgia) - 013259', 'Sumter (Georgia) - 013261', 'Sumter (Georgia) - 013261', 'Sumter (Georgia) - 013261', 'Talbot (Georgia) - 013263', 'Talbot (Georgia) - 013263', 'Talbot (Georgia) - 013263', 'Taliaferro (Georgia) - 013265', 'Taliaferro (Georgia) - 013265', 'Taliaferro (Georgia) - 013265', 'Taylor (Georgia) - 013269', 'Taylor (Georgia) - 013269', and 'Taylor (Georgia) - 013269'. The alert text also includes a section for 'URGENT - NATIONAL' and a section for '409 AM ET'. The alert text also includes a section for '...LAKE W' and a section for 'MORNING T'. The alert text also includes a section for 'A TIGHT' and a section for 'LOW PRES'. The alert text also includes a section for 'RESULT IN' and a section for 'WINDS AP'. The alert text also includes a section for 'LAKES ARE' and a section for 'ROUGH CO'. The alert text also includes a section for 'OF WATER' and a section for 'GEORGE RE'. The alert text also includes a section for 'ALZ065>06' and a section for '210000-'. The alert text also includes a section for '/O.NEW.K' and a section for 'COFFEE-D'. The alert text also includes a section for 'HOLMES-WA'.

Note: You may print the board in its display format by right-clicking on the board window, and selecting the *Print* button.

Remote Boards

If your group permissions allow, you may see a link in the *Plugins* section of *Control Panel* labeled *Remote Boards*. *Remote Boards* allow users on one instance of WebEOC to access boards hosted on a different WebEOC system (such as an instance in a neighboring county).

The use of remote boards allows all WebEOC instances to view the same set of data from the same board. Everyone has all the information available to them and a common operational picture is maintained.

On the *Control Panel*, remote boards are grouped together under a single link called *Remote Boards* in the *Plugins* section of the *Control Panel*. When the *Remote Boards* link is selected, a window will open containing a list of remote boards.

Remote boards are used in the same way as other boards residing on a user's *Control Panel* — users can add, edit, view, sort, and filter data as determined by the permissions allowed at the board owner and local server levels — provided that the WebEOC system hosting the board is accessible.

It is important to note that remote boards differ from local boards in that remote board displays do not refresh automatically. Refresh is on a timed interval that can take up to 60 seconds to execute.

Users logged directly in to the owner server and viewing the same board will see automatic refreshes.

When a remote board is not accessible (i.e., you do not have connectivity to the host), or if the incident you are logged in to on your WebEOC has not been mapped by an administrator on the host system, you will receive an advisory. When this occurs, contact your WebEOC administrator.



Scroller

About Scroller

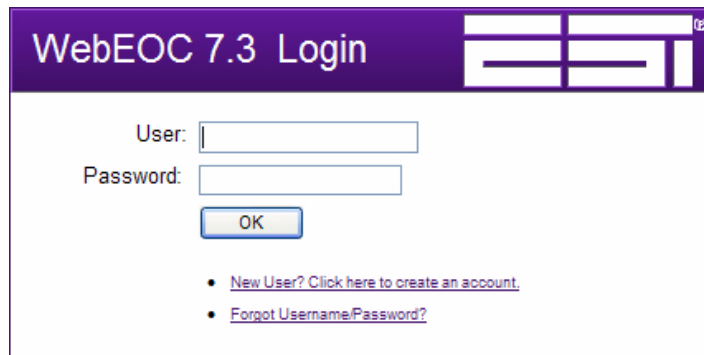
WebEOC scroller provides the ability to view data from multiple boards in one window on a timed interval. This is useful in an agency that might not have sufficient room to project all of the status boards used to manage an emergency, or they simply might want the capability to continuously view summary data.

Only administrators can configure the board set and set and adjust the time interval.

Using Scroller

To use *Scroller*, follow the steps below.

1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.

The image shows the WebEOC 7.3 Login screen. It has a purple header bar with the text "WebEOC 7.3 Login" and a logo on the right. Below the header, there are two input fields: "User:" and "Password:". Below the "Password:" field is an "OK" button. At the bottom, there are two links: "New User? Click here to create an account." and "Forgot Username/Password?".

Note: The password is case sensitive.

3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

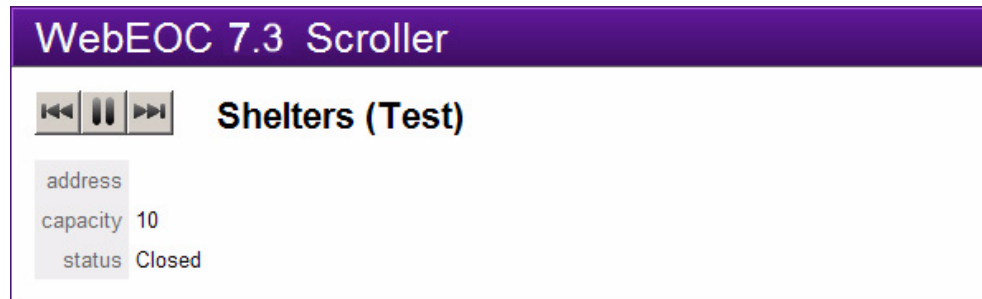
Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

6. Select **Scroller** from the *Plugins* section on the *Control Panel*.



7. From the *Scroller* window, select the **Scroller** controls you need.



Back — The *Back* button  returns you to the previous board. This action automatically pauses the scroller and changes the *Pause* button to a *Play* button.

Play — To reinstate the scroll feature, select the *Play*  button.

Pause/Play — The *Pause*  button allows the user to either stop the scrolling action so that a specific board's data may be reviewed in more detail or restart the play feature.

Forward — The *Forward*  button manually advances to the next board in succession. This action automatically pauses the scroller and changes the *Pause* button to a *Play* button.

Chapter 7: Pocket PC Support



Introduction

WebEOC supports limited functionality on handheld devices and smartphones that use the Windows Mobile® 5.0 and the Blackberry® 4.2.1 operating systems. This interface allows users to employ basic functionality in boards, messages, checklists, and contacts.

Functionality available through this interface is outlined below.

- Edit and view boards
- Create, send, and view messages
- Add, edit, view, and search contacts
- View and update checklists

Note: While WebEOC plug-ins to which the user has permissions will appear on his or her *Control Panel* (e.g., MapTac, Calendar, Resource Manager, etc.), plug-in functionality is not supported in the hand-held environment.

Using WebEOC on a Pocket PC

To use WebEOC on your pocket pc, follow the steps below.

1. Access your Web browser and navigate to the WebEOC 7.1 URL. WebEOC will automatically display the *WebEOC Login* window.
2. Enter your **user name** in the *User* field and **password** in the *Password* field. As you enter your password, it will appear as a series of dots.
3. Select your **position** and **incident**, and select the **Ok** button.
4. From the *Control Panel*, you can use any board as you normally would.
 - a. To view a board, select the **Display** link to the right of the board.
 - b. To update an entry, select the applicable **record** in the board.
 - c. To add a new entry, select the **Add** link to the right of the board, and enter the information.
 - d. To navigate back to the *Control Panel*, select the **Back to Control Panel** link in the window.
5. To exit WebEOC, select the **Log Off** link.

Available Functionality

Board Functions

The following board functions are available.

- Filtering board entries
- Sorting board entries
- Remote boards
- Dual commit
- Data linking

Messages

Available functionality in the *Messages* plug-in in a PDA environment includes the following.

- Creating and sending messages inside WebEOC.
- Sending e-mail outside WebEOC
- Sending attachments

Note: E-mails can only be sent from WebEOC if this feature is properly configured. Also replies to WebEOC messages can only be made from within the WebEOC application.

Contacts

Available functionality in the *Contacts* plug-in from a PDA includes the following.

- Adding and editing contacts
- Searching contacts

Checklists

Normal *Checklist* functionality available from a PDA includes the following.

- Viewing checklists
- Updating checklist steps

Plug-ins

While WebEOC plug-ins will appear on the *Control Panel* (e.g., *MapTac*, *Calendar*, *Resource Manager*, etc.), plug-in functionality is not supported in the hand-held environment.

WebEOC Help

From the *Control Panel* in the *Tools* section you can select the *WebEOC Help* link to access the help file system.

